

# COMPLAINTS POLICY



At PSP, we aim to deliver a high-quality childcare service for everyone, by working in partnership with parents and carers. If for any reason we fall short of this goal, please do inform us, in order for us to amend our practises for the future. Our Complaints Policy can be accessed by anyone who requests it. We keep any records of complaints for a minimum of 36 months. If requested, a summary of complaints can be provided to parents/carers.

The Manager is primarily responsible for dealing with complaints, however if the complaint is about the Manager, then the registered person or another senior member of staff will investigate the matter. Complaints that have been received about staff members will be recorded and logged in a complaints file. Any complaints made will be dealt with in the following manner:

### **Stage One**

Complaints relating to any aspect of the club activities:

- With an aim to reach a satisfactory resolution, the Manager will discuss the matter informally with the parent of carer concerned.

Complaints about an individual staff member:

- Where applicable, the staff member concerned, and the parent will be encouraged to discuss the matter.
- If this isn't an appropriate solution, the manager will discuss the matter with the parents/carers and then speak to the staff member concerned and aim to reach a satisfactory resolution.

### **Stage Two**

If an informal discussion doesn't ascertain a satisfactory resolution, then the parent or carer should escalate their complaint and put it in writing to the Manager.

- Within 7 days of the complaint being logged, you will receive acknowledgement of its submission.
- Within 28 days of the complaint being logged, an investigation will be conducted, and the complainant will receive notification of the outcome.

- All communication and resolutions during Stage 2 will be of written format, all parties involved will receive the same notice and information, including details of any amendments to the PSP's Policies and Procedures
- If required, meet all relevant parties face to face to discuss the club's response to the complaints made, which can be done on a group basis or for an individual.

If there are any Safeguarding or Child Protection issues raised, then then the Manager will escalate the situation to PSP's DSL, who will then contact the Local Authority Designated Officer (LADO) and follow all procedures of the **Child Protection and Safeguarding Policy**. The manager will contact the police if it is deemed that a criminal act has taken place.

**Making a Complaint to Ofsted**

At any given time, a parent or carer can submit a complaint to Ofsted about PSP Ltd. Ofsted do consider and investigate all complaints. Please see the contact details for Ofsted below:

Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD

Tel: General Enquiries: 0300 123 1231  
Complaints: 0300 123 4666

This policy was adopted by: PSP	Date: 10/01/2026
To be Reviewed: 10/01/2028	Signed by: Jessica Finch PSP Manager

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017):  
Safeguarding and Welfare Requirements: Complaints [3.74-3.75].*