



## **Complaints Policy & Procedure: Little Imaginations Early Years Camps**

The Statutory Framework for the EYFS states:

*‘Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of complaints and their outcome...All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request’.*

(EYFS: 2026)

### **Policy:**

The Company believes children and parents are entitled to expect courtesy and prompt careful attention to their needs and requests. Our intention is to work in partnership with parents and the community generally and we welcome any suggestions for improvement in our services.

We believe that most complaints are constructive and can be resolved at an early stage. We recognise that complaints need to be taken seriously and to be dealt with fairly and in a way which respects confidentiality.

All complaints will be received, investigated and reported upon without undue delay.

Records will be maintained of:

1. Date complaint received
2. Nature of the complaint
3. The Safeguarding & Welfare Requirement or Registration Requirement to which the complaint relates
4. Source of complaint
5. How the complaint was dealt with
6. Actions and outcomes
7. Letters and supporting evidence
8. Whether the parent has been provided with an account of the findings, and any actions taken within 28 days (EYR) 20 days (CR) on which the complaint was made.

## Procedure:

### Step 1

If a parent or carer has a complaint about Little Imaginations or a member of staff, they should first raise the concern with the on-site manager. This should be done in a calm and professional manner so the issue can be discussed and addressed promptly.

### Step 2

If the issue is not resolved, the complaint should be referred to the owner/organiser, **Nicola Barney**. A receipt of the complaint will be provided within **two working days**. Little Imaginations will then carry out a full investigation and provide feedback to the parent or carer, and any relevant members of staff, within **seven working days**.

Where necessary, appropriate action will be taken by Little Imaginations. If the complaint raises any **safeguarding or child protection concerns**, the manager will immediately follow the setting's safeguarding policy.

During this stage of the complaints procedure, parents, carers, or Little Imaginations may request a **formal meeting** to discuss the matter. Notes from the meeting will be recorded and shared with those involved.

### Step 3

If the complaint is still not resolved to the satisfaction of the parent or carer, they have the right to contact **Ofsted**. Ofsted can be contacted by email at **enquiries@ofsted.gov.uk** or by phone on **0300 123 4666**.

Little Imaginations will keep a **written record of all complaints and their outcomes**. These records will be stored securely and confidentially and will only be accessible to the relevant parties involved.

## Review of Policy

This policy is reviewed annually.

**Reviewed March 2026 (By Nicola Barney)**

Next Review Date March 2027