



COMPLAINTS POLICY & PROCEDURE

STATUTORY

Review date – Summer 2027

Aughton Early Years Centre Complaints Procedure

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the Centre, or the services that it provides
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- To allow for a proper investigation, concerns or complaints should be brought to the attention of the Centre as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

1) Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Head Teacher/ Head of Centre [or to the Chair of the Governing Board, if the complaint is about the Head Teacher/ Head of Centre].

If you are uncertain about who to contact, please seek advice from the centre office or the Clerk to the Governing Board.

2) Formal Stage

If your concern or complaint is not resolved at the informal stage you must put the complaint in writing and pass it to the Head Teacher/Head of Centre, [or to the Clerk to the Governing Board, for the attention of the Chair, if the complaint is about the Head Teacher/Head of Centre] who will be responsible for ensuring that it is investigated appropriately.

A Complaint Form is provided to assist you.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the Centre to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the Head Teacher/Head of Centre or to the Clerk to the Governing Board, as appropriate.

The Head Teacher/ Head of Centre [or Chair] may invite you to a meeting to clarify your concerns and to seek an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Head Teacher/ Head of Centre [or Chair]. If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the Centre receiving your formal complaint, of how it intends to proceed. This notification should include an indication of the anticipated timescale.

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Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the Governing Board reviews the process followed by the centre in handling the complaint. Any such request must be made in writing to the Clerk to the Governing Board, within 10 working days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

Review Process

Any review of the process followed by the centre will be conducted by a panel of 3 members of the Governing Board. This will usually take place within 10 working days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically. The panel will first receive written evidence from the complainant. The panel will then invite representatives of the centre [Usually the Head Teacher/Head of Centre or the Chair of the Governing Board panel that has considered the matter], as appropriate, to make a response to the complaint.

The panel may also have access to the records kept of the process followed. You, and the Centre representative[s], will be informed in writing of the outcome, usually within 5 working days of the panel meeting.

The matter will then be closed as far as the Centre is concerned.

If you believe that the Governing Board has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Education.

OFSTED registration number RP535778 & EY535779

OFSTED contact – 0300 123 1231 or www.ofsted.gov.uk

Signed:	<i>Andrea Smith</i>
Reviewed by:	<i>Andrea Smith</i>
Dated:	Summer 2026
Approved by Governors:	21.05.2026
Date to be reviewed:	Summer 2027

**Aughton Early Years Centre
Complaints Procedure**

Aughton Early Years Centre Complaint Form

Please complete this form and return it to Head Teacher/Head of Centre [or Clerk to the Governing Board], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your Address:

Daytime telephone number:

Evening telephone number:

Please give concise details of your complaint, [including dates, names of witnesses etc...], to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? [ie who have you spoken with or written to and what was the outcome?]

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

Centre use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:

Date:

**Aughton Early Years Centre
Complaints Procedure**

Aughton Early Years Centre Complaint Review Request Form

Please complete this form and return it to Head Teacher/Head of Centre [or Clerk to the Governing Board], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your Address:

Daytime telephone number:

Evening telephone number:

Dear Sir

I submitted a formal complaint to the centre on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response[s] from the centre.

I am dissatisfied with the way in which the procedure was carried out because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

Request referred to:

Date: