



Laugh and Learn Pre-School

Comments and Complaints Policy

(Including Parents in Partnership and Confidentially)

General Welfare Requirements in accordance with the EYFS

Providers must put in place a written procedure for dealing with concerns and complaints from parents/carers and must keep a written record of any complaints and their outcome. Providers must work in partnership with parents and/or carers to promote the learning and development of all children in their care and to ensure they are ready for school. 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.

Policy Statement

Our setting aims to provide a safe, stimulating and caring environment where children and their families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met. We welcome comments from parents about our provision and recognise parents are the prime educators of their child and that comments, whether negative or positive, about our setting are made with the child's interest at heart. Positive comments are a good way for parents to let settings know their work is valued and appreciated, give everyone concerned the chance to build on good practice which promotes children's development, parents are encouraged to praise where appropriate. We respect the role that parents play as the principal carer in their children's lives and we want to develop a close working relationship with them so that we are consistently meeting each family's needs.

Procedures

- ❖ We find that open, two-way communication is crucial, and we always endeavour to ensure that various members of staff are available to talk at the beginning and end of each day to verbally pass on and receive information about your child. However, due to the operational responsibilities within the setting this may not always be your assigned Key Worker.
- ❖ We encourage all parents to access their child's online Tapestry Learning Journal which contains written observations, and photographic evidence of their progress which parents can view in the moment to see up to date observations of their child's activities at preschool.
- ❖ All parents/carers are invited to our termly parent's evenings to have a discussion with their child's keyperson to celebrate their child's achievements and discuss any concerns/questions they may have.
- ❖ Any parents who are unable to attend the parent's evenings are encouraged to talk to us about making a suitable alternative arrangement to discuss their child's progress.
- ❖ With the permission of parents/carers (verbally or written) we will work closely with any other professionals and parties associated with your child to ensure we provide the best learning opportunities for them (e.g. health visitors, speech therapists, health and social services, childminders and other settings etc).
- ❖ We value all comments and suggestions from our parent's, and these can be passed onto us verbally or via email, and from time to time we will also send out parent questionnaires for completion.

- ❖ Should any parent be unsatisfied with the care we have offered they are able to make their concerns known as follows:
- Please come and make your concerns known by speaking to the person in charge of the session, the Owner/Manager or Deputy Manager. Details of how to contact us can be found on our website and in our newsletters. Most problems can be sorted out quickly in this way and any problems should hopefully be resolved within a reasonable time-scale however this may vary depending on the nature of the problem.
 - In any case all written complaints will be investigated, a written record kept (which will be available for inspection by parents and Ofsted inspectors upon request) and a written response will be sent to the complainants within 28 days of receipt of the complaint.
 - If the problem cannot be resolved in this way it may be helpful for the setting to arrange a meeting with an outside mediator (such as a representative from the WSCC childcare Team etc.), the parent and a representative from the setting, and this should hopefully help both sides to clarify the issues and reach an amicable solution. A written record of the discussion will be kept along with any decisions, actions, or outcomes and all of the parties present at the meeting must sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.
 - If this still does not resolve the problem parents/carers can contact Ofsted via the website at www.gov.uk, or email them at enquiries@ofsted.gov.uk or call them on 0300 123 4666.
 - The Information Commissioner's Office (ICO) can be contacted if you have a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you in our Welcome Pack when your child started with us at our setting. The ICO can be contacted via their website at ico.org.uk or via telephone on 0303 123 1113

A record of all complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded in our record keeping systems and is available for parents and Ofsted inspectors to view on request. This policy should be read alongside our Privacy Notice and our Confidentiality and Client Access to Records Policy.

Confidentiality:

This policy should be read alongside our Confidentiality and Client Access to Records Policy. All Staff, students and volunteers to the pre-school will be made aware of the importance of confidentiality of information and their individual responsibility within the setting. Information about individual members of staff and children will not be given out to anyone without permission of those directly affected except in case of Child Protection or where we are legal obliged to do so. We have record keeping systems in place that meet legal requirements, which means that we use, store and share information within the framework of the General Data Protection Regulations (2018) and the Human Rights Act (1998). Any breach of confidentiality may result in disciplinary action.

Monitoring and Review

It is the role of the Owner/Manager and all Staff to ensure that this policy is fully implemented.

This policy links in with the following EYFS key themes and commitments:

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.1 Child Development 1.2 Inclusive Practice 1.3 Keeping Safe 1.4 Health and well-being	2.1 Respecting each other 2.2 Parents as Partners 2.3 Supporting Learning 2.4 Key Person	3.1 Observation, Assessment and Planning 3.2 Supporting every child 3.3 The Learning Environment 3.4 The Wider Context	

This policy was written and effected by Sharon Bennett, Owner of Laugh and Learn Pre-School after discussion and review with staff and parents in the Spring Term of 2026.

Signed: *Sharon Bennett*

Dated: February 2026 This policy will be reviewed in the Spring Term of 2028

RECORD OF COMPLAINTS

DATE	NATURE OF COMPLAINT (including by whom, verbal, written, date received)	TO WHOM	ACTION TAKEN (including date of written response to a written complaint – must be within 28 days)