Oughtrington Pre-School, Oughtrington Community Centre,Oughtrington Crescent, Lymm, Cheshire, WA13 9JD (Telephone 07808 111 278/ 757155 )

Registered Charity Number 1038655

[Oughtringtonpreschool@gmail.com](mailto:oughtringtonpreschool@gmail.com)

***'Supporting Children to Flourish, Respecting and Nurturing their Individuality and Developing Strengths in Preparations for their Unique Learning Journey.'***

# Complaints Procedure

At Oughtrington Pre-School we are proud of our strong relationships with children, families and the local community. We believe that open communication and mutual respect are the key to ensuring a positive experience for everyone. We recognise that from time to time parents, carers or others may have concerns. Our Complaints Procedure is designed to ensure that concerns are listened to carefully, taken seriously, and resolved in a fair, timely and considerate way. We always aim to work in partnership with families, focusing on the best interests of the child.

Stage 1 – Informal Resolution

In the first instance, we encourage parents or carers to raise any concerns directly with their child’s key person or with the Supervisor (Mollie Linley). Often, small issues can be quickly resolved through conversation and reassurance. We welcome feedback and see it as an opportunity to improve. Families will always be treated with courtesy and respect.

Stage 2 – Formal Complaint to Supervisor

If the concern cannot be resolved informally, parents and carers are invited to put their complaint in writing to the Supervisor. We will acknowledge receipt of the complaint within 5 working days. A thorough investigation will take place and a written response will be provided within 28 days. Throughout the process, parents will be kept informed and offered opportunities to meet and discuss the matter. All complaints will be recorded in the Complaints Record, in line with EYFS 2025 requirements.

Stage 3 – Committee Review

If the issue remains unresolved, the matter will be referred to the Pre-School Committee. The Committee will review the complaint fairly and independently, seeking to find a positive resolution. Parents will be invited to attend a meeting if appropriate, and a full written response will be given within 28 days. We aim to work in a collaborative way, acknowledging concerns and valuing parents’ contributions.

Stage 4 – External Mediation (if appropriate)

In some cases, an external body such as the Early Years Alliance may be invited to mediate. This independent perspective can help families and the setting reach a shared understanding and resolution. We see mediation as a constructive way to maintain trust and partnership even in challenging circumstances.

Stage 5 – Ofsted

If a complaint cannot be resolved internally, parents and carers have the right to contact Ofsted, the regulatory body for early years provision. Ofsted ensure that all providers meet the requirements of the EYFS and safeguard children effectively.

Ofsted contact details:

• Telephone: 0300 123 1231• Email: enquiries@ofsted.gov.uk• Online: https://www.gov.uk/complain-about-school• Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Safeguarding Complaints

If a complaint relates to a safeguarding concern, it will be treated with the highest priority. The Designated Safeguarding Lead (DSL) will be informed immediately. Concerns may also be reported directly to the Warrington Safeguarding Partnership or the Local Authority Designated Officer (LADO). In such cases, our duty to protect children overrides confidentiality.

Confidentiality

All complaints will be handled sensitively and with respect for confidentiality. Information will only be shared where it is necessary to resolve the complaint or meet safeguarding obligations. We aim to ensure that all families feel safe, listened to, and reassured that their concerns are valued.

Complaints Quick Guide

If you have a concern:1. Speak to your child’s key person or the Supervisor (Mollie Linley).2. If unresolved, put your complaint in writing to the Supervisor.3. If still unresolved, the Committee will investigate.4. Safeguarding concerns → DSL, Warrington Safeguarding Partnership or LADO.5. You may contact Ofsted at any time.We want all families to feel welcome and respected. We see complaints as opportunities to listen, learn and improve together.

Review Statement

This Complaints Procedure was updated in September 2025 and will be reviewed annually, or sooner if required by legislation or changes in practice.