

Complaints Procedure

Rationale

Teddy Bears Childcare is committed to providing high-quality care and education for children in the setting. Our goal is to ensure that children enjoy their time at Teddy Bears and that parents and carers are satisfied with the quality of our setting. We take any concerns or issues raised by parents seriously and will take prompt action to resolve them.

This policy outlines the procedures to ensure best practices are followed at the setting. It complies with the legal requirements set out in the Early Years Foundation Stage statutory framework.

Implementation

The staff at Teddy Bears are responsible for handling complaints daily. If a complaint involves a member of staff or key worker, the management team will conduct the investigation. All complaints will be documented in detail using the Incident Log Report Sheet in the Incident Record Folder.

Stage One

If a parent or carer has a complaint regarding any aspect of the setting or a staff member, most issues can typically be resolved through direct discussion with the person involved, reaching a mutually acceptable solution.

Teddy Bears promotes an open-door policy and encourages feedback about the quality of its services. Any negative feedback will be addressed promptly, and necessary actions will be taken immediately.

Parents and carers should first speak directly with the relevant staff member. If this is not feasible, they should consult the management team, who will attempt to resolve the issue calmly and professionally. If the matter is not resolved to the complainant's satisfaction, Stage Two will be initiated.

Stage Two

If Stage One does not resolve the complaint, the issue should be submitted in writing to the management team. Teddy Bears will acknowledge receipt within three working days and will conduct a full investigation within 10 working days, providing a written response to the complainant. If there is an unexpected delay, the management team will inform the complainant, apologise, and provide a revised timeframe for resolution.

If the complaint has Child Protection implications, the Designated Safeguarding Lead (Leahna Welch) will be notified immediately, following the Child Protection Policy. If a criminal offence is suspected, the police will be contacted.

The written response to the complaint will be shared with the complainant and any relevant staff members. The response will include the investigation's conclusion and any changes to policies or procedures to prevent future occurrences. The management team will offer to meet with the complainant to discuss the investigation and its findings.

Throughout the process, Teddy Bears will aim to restore a positive and constructive relationship with the complainant.

Making a Complaint to Ofsted

If you feel that you are unable to talk to the management team or a staff member, or that after talking the matter remains unresolved, then you can talk in confidence to:

- North Lincolnshire Council Early Tears Team Tel: 01724 296652
- Ofsted Tel: 0300 123 1231

Further details of how to raise a concern / make a complaint can also be found on the Ofsted website: www.ofsted.gov.uk

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Name and role of signatory	Leahna Carmichael (DSL)