

Concern and Complaints Procedure

Key information about this policy:

Policy Reference	ECCC-006
Version Number	v1.0
Date Issued	February 2026
Date of Review	February 2027
Approved By	Isabel Ruddick – Co-Director

To go straight to [‘Raising a Complaint’ click here](#)

Policy Purpose

Easton Community Children's Centre aims to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time you may have a concern about some aspect of your child's care or the setting.

To support the resolution of any concerns or complaints, we have an informal concerns procedure and a formal complaint procedure detailed below.

Our complaints process aims to support a timely and satisfactory solution. To ensure this, we aim to:

- Make raising a concern or making a complaint an easy process, taking into account different ways of preferred communication.
- Treat complainants promptly, politely, and, where appropriate, confidentially.
- Investigate the complaint fully and impartially.
- Respond to the complainant within a reasonable timescale.
- Provide clear information and support both to the complainant and to any staff member that is the subject of a complaint, and
- Provide details on escalating the process should the complaint not be resolved to the complainant's satisfaction.
- Ensure any learnings are gained from the complaint and appropriate updates, training or formal action taken to avoid the same issue recurring.

Scope, Application, Access

- Policy applies to: all trustees, staff, parents/ carers, children, volunteers, students and anyone interacting with the Centre, such as external stakeholders.
- Policy applies at all times and all from all locations where children are in our care.
- Policy available to: All staff, current parents/carers, public.

Policy / Procedure

We value our relationships with our parents/carers and would hope that any day to day issues or concerns can be resolved quickly through **Stage One**.

In the first instance, we would hope that you would be able to raise any concern directly with the member of staff concerned. If this is not possible, the more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

In relation to a complaint regarding our staff or services, the **Practice Lead** or **Operations Manager** will follow the process outlined below and will work with the people/staff member/s involved with the aim of ensuring that the situation is resolved promptly and to the satisfaction of all parties. This will be done by following **Stage Two** of our process.

The **Co-Directors** have overall responsibility for ensuring that complaints about employees and services are handled appropriately. They can be contacted if the complaint is unresolved or the complainant is unhappy with the response by following **Stage Three** of the process.

If necessary, The Management Committee will step in at **Stage Four** of the process regarding any complaints in relation to the Co-Directors.

Raising a complaint

Stage One

If you have any concerns about your child's care or the setting, you should raise them with your child's key worker, room leader or manager as appropriate. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage Two

If you are still unhappy and you do not feel your concern has been resolved, then you should contact a senior manager of the setting and make your complaint.

Sash Obeid - Practice Lead

T: 0117 939 2550 E: nobeid@eastonccc.org.uk

Easton Community Children's Centre (ECCC) Policy

Status: Approved

Tbc – Operations Manager

T: 0117 939 2550 E: operations@eastonccc.org.uk

The manager will investigate your complaint within ten working days; we must provide you with an outcome within 28 days. You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

Stage Three

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to a Director.

Isabel Ruddick Co-Director; Practice

T: 0117 939 2550 E: iruddick@eastonccc.org.uk

Henri Owen Co-Director; Operations

T: 0117 939 2550 E: howen@eastonccc.org.uk

A Director will investigate your complaint within ten working days; we must provide you with an outcome within 28 days. You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

Stage Four

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to the representative of the Registered Person.

Representative of Registered Person

Anna Proyer – Chair of the Committee E: speakup@eastonccc.org.uk

They will acknowledge receipt of the complaint as soon as possible and will respond within 28 days. If there is any delay, we will advise you of this and offer an explanation. Again this may involve asking you to attend a meeting which may be attended by other people involved. A written record of the meeting will be made. The registered person will be responsible for sending you a full and formal response to the complaint.

When acting on complaints, we will consider if any wider action or statutory reporting is needed and take appropriate action where needed.

If you are still unhappy?

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Tel: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

Easton Community Children's Centre (ECCC) Policy

Status: Approved

You can find out more about Ofsted's role here:

<https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

If your complaint is about how we are handling your personal data, you can contact the ICO (Information Commissioner's Office) for advice or to make a complaint.

Telephone: 0303 123 1113

Textphone: 18001 0303 123 1113

Monday to Friday, 9am to 5pm

[Contact us - public | ICO](#)

If your complaint is in regards to anything to do with your fees, this should be referred to Bristol City Council, following their complaint procedure which can be [found here](#).

Roles and Responsibilities

- **Board of Trustees:** Collectively the registered person responsible for ECCC.
- **Co-Directors:** Overall responsibility for standards at ECCC.
- **Practice Lead and Operations Manager:** Responsible for dealing with complaints at stage two of the process.
- **All Staff:** Responsible for adhering to the policy and procedures at all times and resolving concerns promptly.