

Complaints Policy

Policy Title:	Complaints
Effective Date:	March 2026
Review Date:	September 2026 (then reviewed annually)
Version:	1
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Authorised by:	Jane Haywood
Role:	Safeguarding Lead, Board of Trustees
Authorised:	March 2026

Ed Thatcher

CEO



March 2026

Dave Poulson

Chair of Trustees



March 2026

Complaints Policy

1. Policy Statement

Endeavour aims to work in partnership with parents, carers, children and other stakeholders to deliver a high-quality provision that meets the needs of all children. We welcome feedback and will treat all concerns and complaints seriously and fairly. A complaint is any expression of dissatisfaction about our services, conduct, policies, procedures or staff. Records of all complaints are maintained in accordance with statutory requirements.

This policy ensures complaints are handled in a timely, transparent and consistent manner and supports continuous improvement.

This Complaints Policy and Procedure is written in line with the *Statutory Framework for the Early Years Foundation Stage (2025)* and associated safeguarding and welfare requirements.

2. Scope

This policy applies to:

- Parents and carers of children registered with Endeavour.
- Any individual making a complaint about our provision, staff or services.
- Complaints about aspects of our activity, practice or operational procedures.

Complaints made by staff relating to their employment should be raised under the **Grievance Policy** not this procedure.

3. Principles

We will:

- Ensure that all complaints are taken seriously and responded to promptly.
 - Operate an open, accessible and transparent process that is easy to use and well-communicated.
 - Ensure complainants are treated with respect and fairness throughout.
 - Maintain confidentiality, subject to safeguarding, legal or regulatory requirements.
 - Use complaints as opportunities to improve our practice.
 - Ensure complainants suffer no disadvantage as a result of raising a complaint.
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4. Responsibilities

- The **Manager/Registered Person** is responsible for managing complaints and ensuring this procedure is followed.
 - Where the complaint concerns the Manager or a senior member of staff, the Registered Person or a delegated senior manager will oversee the process.
 - All staff must cooperate with complaints investigations and follow this policy.
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5. Display, Accessibility and Publication

- A summary of this Complaints Policy is displayed on site at all times.
 - This policy is published in the Parent Handbook and on our website.
 - Parents and carers may request a full copy at any time.
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6. Recording Complaints

We will keep:

- A Complaints Log recording all complaints received and their outcomes.
 - Details of the complaint, dates, investigation actions, findings and resolutions.
 - Records will be retained for at least three years and made available to statutory inspectors on request.
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7. Complaints to Ofsted

Parents and carers have the right to complain directly to Ofsted if they believe that we are not meeting our registration requirements.

- Ofsted will consider and investigate complaints about registered settings.
 - Ofsted contact details:
 - Email: enquiries@ofsted.gov.uk
 - Telephone (General): 0300 123 1231
 - Telephone (Complaints): 0300 123 4666This contact information will be provided to parents and carers upon request.
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8. Review and Monitoring

This policy will be reviewed annually or sooner in response to legislative changes, guidance or organisational need. The review will include evaluation of patterns in complaints and any actions taken to improve practice.
