



**Oakbridge Little Learners LTD**  
66-68 Bridge Cross Road  
Burntwood, Staffordshire, WS7 2BY  
[contact@oakbridgellittlelearners.co.uk](mailto:contact@oakbridgellittlelearners.co.uk)  
01543 686099



## COMPLAINTS POLICY

### Policy Statement

Oakbridge Little Learners values the views of parents/carers and is committed to providing a high-quality service. We welcome feedback, suggestions and complaints and aim to resolve concerns promptly, fairly and respectfully.

Parents/carers will not be treated differently or unfairly as a result of raising a concern or making a complaint.

We are committed to working in partnership with parents/carers to achieve the best outcomes for children.

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### Record of Complaints

- A **summary record of complaints** relating to the requirements of the Early Years Foundation Stage (EYFS) is maintained
  - Records are retained for a **minimum of three years**
  - The summary log is available to parents/carers and Ofsted inspectors upon request
  - Records do not identify the complainant or any children involved
  - All personal data is handled in line with the **Data Protection Act 2018**
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### How to Make a Complaint

#### Stage 1 – Informal Resolution

- Parents/carers are encouraged to raise concerns informally with the **Setting Manager**
  - Most concerns can be resolved quickly and amicably at this stage
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## Stage 2 – Formal Complaint

If the concern is not resolved:

- The complaint should be submitted **in writing** (letter or email) to the Setting Manager
  - The complaint will be investigated fully and fairly
  - Parents/carers will receive a **written response within 28 days**
  - A written record of the complaint, investigation and outcome will be kept and shared with the parent/carer
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## Stage 3 – Further Review

If the parent/carer is not satisfied with the outcome:

- A further meeting can be requested
  - Parents/carers may bring a friend or partner for support
  - The Setting Manager will be supported by a **business partner**
  - An agreed written record of the meeting and any actions will be signed and shared
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## Stage 4 – Mediation (if required)

If agreement cannot be reached:

- An **independent mediator** acceptable to both parties may be invited
  - The mediator has no legal authority but supports resolution
  - A final meeting will be held and a written outcome agreed and recorded
  - This concludes the nursery's complaints procedure
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## **Contacting Ofsted**

Parents/carers may contact Ofsted **at any stage** of the complaints process.

### **Ofsted – Early Years Directorate**

Tel: 0300 123 1231 (Mon–Fri, 8am–6pm)

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Address:

Piccadilly Gate

Store Street

Manchester

M1 2WD

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## **Policy Review**

This policy is reviewed regularly to ensure it remains compliant with current legislation and guidance.

**Created:** August 2015

**Reviewed:** January 2026