



Alhuda Prime Tutors

Little care leads to progress

Complaints Procedure Policy

Reviewed At:

July 2025

Next Review:

July 2027



Policy

Alhuda Prime Tutors
Registration Number: 08051638
Ofsted URN: EY460539

1. Policy Statement

At Alhuda Prime Tutors, we are dedicated to delivering a high standard of education for all years. We value the voice of children, parents, carers, staff and other key stakeholders and understand that there may be times when individuals wish to express a concern or complaint. We take all complaints seriously and treat them as a means of improvement.

This policy outlines a clear and legally compliant framework for managing complaints in accordance with the Statutory Framework for the Early Years Foundation Stage (EYFS) and Ofsted's guidelines. Our complaints procedure is accessible, transparent and focuses on a complete resolution.

2. Aims of the Policy

The purpose of this policy is to:

- Promote a culture of open dialogue and continuous improvement
- Provide a clear process for handling complaints efficiently and effectively
- Maintain compliance with legal standards
- Support positive relationships between Alhuda Prime Tutors and key stakeholders

We recognise that all stakeholders have the right to raise concerns and receive a response. We aim to resolve concerns at the earliest possible stage, preventing escalation wherever possible.

3. Scope of the Policy

This policy applies to complaints regarding:

- Quality of care and learning
- Interactions with staff or management
- Alleged breaches of policy or procedure
- Health and safety concerns



- Administrative concerns
- Behaviour management
- Failure to comply with statutory EYFS requirements

Where a complaint involves safeguarding or child protection, the matter will be escalated immediately under the procedures outlined in our Safeguarding and Child Protection Policy.

4. Roles and Responsibilities

Complainant

Any person who wishes to raise a concern or submit a formal complaint, including key stakeholders.

Centre Manager

Responsible for overseeing the complaints process and ensuring complaints are handled promptly, fairly and in line with legislation.

Designated Complaints Officer

A member of the senior leadership who logs complaints, communicated with complainants and ensures appropriate procedure is taken. Often this is the Centre Manager.

Ofsted

The regulatory body responsible for inspecting childcare settings and handling unresolved or serious complaints.

5. Complaints Procedure

We encourage the resolution of complaints through dialogue and mutual understanding. The following procedure outlines each stage of the complaints process.

Stage One: Informal Concern or Discussion

Most issues can be resolved informally by speaking with the relevant member of staff or the Centre Manager. If the issue related to operational matters, parents should speak directly with the Centre Manager.

- Staff members listen actively to the concern
- Efforts are made to resolve the matter on the spot or within 3 working days
- The outcome is recorded

If the concern cannot be resolved informally or the complainant remains dissatisfied, they may proceed to Stage Two.

Stage Two: Formal Written Complaint



Formal complaints must be submitted in writing and addressed to the Centre Manager. The complaint should include:

- Name and contact information of the complainant
- Date and nature of the incident or concern
- Names of any individuals involved
- Desired outcome

The centre will acknowledge receipt within 5 working days and investigate the complaint within 28 days. If required, written statements will be collected from staff and a written record of all discussions and findings will be maintained. A written response detailing the outcome and any remedial actions will be issued to the complainant.

Stage Three: Appeal Process

If the complainant remains dissatisfied with Stage Two, they may request a formal appeal addressed to the setting's management committee. The appeal procedure will involve:

- A panel (minimum one independent person) review the complaint
- A meeting may be offered to discuss the matter further
- A written response with the final decision will be provided within 15 working days

No further internal appeal is available beyond this stage.

Stage Four: Contacting Ofsted

If the complainant remains dissatisfied or believes the centre is not meeting statutory requirements, they may contact Ofsted directly.

Contact Information:

Phone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Online: <https://www.ofsted.gov.uk>

Address: Piccadilly Gate, Store Street, Manchester, M1 2WD

Complaints to Ofsted should be made within 12 months of the incident unless there are exceptional circumstances.

6. Confidentiality and Record Keeping

All complaints are treated with respect and confidentiality. Records of all complaints are:

- Maintained in a secure record out of public access
- Retained for at least 3 years, in line with the EYFS
- Made available for Ofsted inspection



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- Stored separately from children's individual records

We adhere strictly to the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018. Details of complaints will only be shared with those directly involved in resolving them unless a statutory duty to disclose exists.

7. Final Statement

We see every complaint as an opportunity to improve the quality of our care. After each resolved complaint, the Centre Manager and leadership team will:

- Review procedures and communication methods
- Consider staff development needs
- Update policies if required
- Ensure preventative measures are in place for the future

Findings and improvements will be discussed during regular team meetings and staff supervisions.

This concludes our policy

Alhuda Prime Tutors is committed to reviewing and updating this policy as it deems necessary in line with legislation and good practice.

Signed by Manager:

Date: