



Complaints and Grievances Policy (EYFS Updated - September 2025)

Policy Statement: At Priory Playhouse, we aim to provide exceptional care and maintain strong, transparent relationships with parents and stakeholders. Our Complaints and Grievances Policy complies with the revised Early Years Foundation Stage (EYFS, September 2025), emphasising timely, respectful, and confidential management of concerns.

Open Communication:

- We promote transparent, open dialogue and provide various accessible channels (written, email, face-to-face) for parents, staff, and stakeholders to share feedback, concerns, or complaints.
- Feedback is actively welcomed as it provides essential insights for continuous improvement in our practice.

Receipt of Complaints:

- Clear instructions on how to raise concerns, including contact details for the designated complaints handler, will be provided to all parents and stakeholders.
- Confidentiality and privacy will be rigorously upheld throughout the complaint submission and handling process.

Handling Complaints:

- All complaints will be acknowledged promptly, typically within 48 hours, to confirm receipt and action commencement.
- Complaints are handled objectively, confidentially, and fairly, safeguarding the dignity and rights of all parties involved.

- Comprehensive records of all complaints, including actions taken and outcomes achieved, are maintained securely.

Investigation and Resolution:

- Complaints undergo a thorough, impartial investigation, gathering necessary information, interviewing witnesses, and reviewing documentation as required.
- Resolution of complaints is prioritised, typically achieved within 10 working days from receipt, with clear, transparent communication to the complainant.
- Investigation outcomes, including the resolution and subsequent actions, are communicated clearly in writing.

Confidentiality and Privacy:

- Utmost confidentiality is maintained, with information shared only with individuals directly involved in addressing and resolving the complaint.
- Third-party involvement occurs only with explicit consent from the complainant, when necessary for resolution.

Appeals Process:

- Dissatisfied complainants have the right to appeal the decision. Appeals must be submitted in writing, clearly outlining reasons and any additional supporting evidence.
- Appeals are reviewed objectively by an independent person or designated representative uninvolved in the initial complaint.
- The outcome of the appeal is communicated clearly and in writing, marking the final resolution of the complaint.

Monitoring and Learning:

- Complaints and their resolutions are regularly monitored, analysed, and reviewed to identify trends, recurring issues, and opportunities for service enhancement.
- Insights gained from complaints will inform our continuous quality improvement efforts, enhancing the overall care provided.

Review and Monitoring:

- Annual reviews, or more frequently as necessary, ensure policy effectiveness, legislative compliance, and alignment with EYFS updates.
- Ongoing stakeholder feedback informs revisions and refinements of our complaint-handling practices.

Alignment with EYFS 2025 Changes:

- This policy incorporates EYFS 2025 revisions, emphasising robust, responsive, respectful, and transparent complaint management procedures.