

## Complaints Policy

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**Policy statement.** Morning Glory Pre-School welcomes feedback and takes all complaints seriously, resolving them promptly, fairly and openly. We maintain a written complaints procedure as required by the EYFS.

### Scope

This policy applies to complaints from parents and carers about the way the setting meets the EYFS requirements.

### Complaints Procedure — Step by Step

- Step 1 — Informal: raise the concern with the key person or manager, who will aim to resolve it quickly.
  - Step 2 — Formal: if it remains unresolved, put the complaint in writing to the manager, who acknowledges it and investigates.
  - Step 3 — Response: we investigate and provide a written response within 28 days, in line with the EYFS, explaining the outcome and any action taken.
  - Step 4 — Records: we keep a written record of complaints relating to EYFS requirements and their outcome for at least three years, available to Ofsted on request.
  - Step 5 — Ofsted: parents may contact Ofsted at any time on 0300 123 1231, or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.
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