

19. Complaints Policy

Signed by (Trustee): Diane McVey

Date: 31.05.26

Next Review date May 2027

Review of Policy

The Centre Manager and / or Chief Executive will review the content of this policy every year or earlier if there are changes in legislation or because of a change in good practice. Every effort will be made to give reasonable notice of any changes to this Policy but the right is reserved to make amendments without further notice should circumstances warrant it.

This is a Statutory Policy

This Policy is informed by:

Early Years Foundation Stage framework 2025; Data Protection Act; Public Interest Disclosure Act 1998; Children Act 1989/2004

It links to the following Peter Pan Centre policies, copies of which are available on request:

- Safeguarding Children
- Safeguarding Adults
- Confidentiality
- Data Protection, Data Retention, Data SAR, Data Breach Policies
- GDPR Privacy Notice
- Partnerships with Parents and Carers
- Whistleblowing Policy and Procedure

Complaints will be dealt with in a robust and effective manner and any complainant, or their child, will not be treated differently because of concerns or complaint expressed.

If a complaint is received involving an allegation against a member of staff or volunteer, we will follow our Safeguarding Policy.

Where a concern qualifies as a protected disclosure under the Public Interest Disclosure Act 1998, the matter will be handled under our Whistleblowing Policy.

Making concerns known

If you are not happy about a service that you receive, please let us know in person or by phone.

All complaints will be handled confidentially, with information shared only with those who need to know, in line with our Data Protection Policy and UK GDPR.

Where a complaint raises a safeguarding concern, the safeguarding procedures take precedence and may limit the information we can share

We ask for you to please not discuss complaints in front of children, or with other adults including other parents and carers, and on social media, while the matter is being investigated.

Any person who has concerns about any aspect of our provision should first discuss worries and anxieties with the Centre Manager. Most complaints should be resolved amicably and informally at this stage. We record the issue, and how it was resolved in a separate Complaints File that will be stored with due regard to confidentiality requirements.

- Sadie Clarke: Telephone 01782 715219. Email sadiec@thepeterpancentre.co.uk

Any person having a concern about other aspects of the running, governance, fundraising, data security or probity of the Peter Pan Centre should contact the Chief Executive.

- Catherine Cook: Telephone 01782 715218. Email catherinec@thepeterpancentre.co.uk

How to make a complaint

If this does not have a satisfactory outcome, or if the problem recurs, the complainant can put their complaint in writing to the Centre Manager or the Chief Executive.

Provision:

The Centre Manager will acknowledge receipt of the written complaint within 5 working days and we will inform the complainant of the outcome of our investigation within 28 days of him/her making the complaint.

A Complaint Record will be set up in which we will record all discussions and actions taken, and store in our Complaints File. This is made available to Ofsted (if applicable) on request.

If the person making the complaint is not satisfied with the outcome of our investigation, he or she can request a meeting with our Chief Executive or one of our Trustees, whichever is deemed more appropriate. The complainant may have a friend or partner present if they wish and our staff should have the support of the Centre Manager and / or a Trustee, whichever is deemed most appropriate. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint File.

The Complaints File is available for parents and Ofsted inspectors to view on request. All complaints are reported to the Trustee Board at Board meetings.

A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.

All other matters:

The Chief Executive will

- acknowledge receipt of complaints promptly and within 5–10 working days

- investigate the complaint fairly and proportionately, including gathering relevant information;
- keep the complainant informed of progress where appropriate;
- provide a response without undue delay, setting out our findings, any decisions made, and any actions taken.

The Chief Executive will keep a record of:

- the date we received the data protection complaint;
- our acknowledgement;
- any relevant conversations and documents;
- the outcome of the complaint; and
- any actions we took because of the investigation.

General organisational complaints may involve extended fact-finding across departments, hence a longer acknowledgement period than complaints relating to our provision.

Data protection complaints

If your concern relates specifically to how we collect, use, store or share your personal data, you may make a data protection complaint directly to the Chief Executive.

We will handle these complaints in accordance with data protection law and our internal data protection procedures.

We maintain records of all data protection complaints and their outcomes in order to demonstrate compliance with data protection law and to improve our practices.

If you are not satisfied with the outcome

OFSTED Contact Details

Anyone may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential that we report this to Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Email enquiries@ofsted.gov.uk

Tel 0300 123 4666

Fundraising Regulator contact details

Contact the Fundraising Regulator to complain about

- The way you've been asked for donations
- How fundraisers have behaved

Fundraising Regulator, Eagle House, 167 City Road, London EC1V 1AW

Charity Commission contact details

The Charity Commission regulates registered charities in England and Wales and makes sure that charities are accountable, well-run and meet their legal obligations.

Before submitting a complaint, you must:

- complain directly to the charity first - you can [find contact details of charities on the charity register](#) - or be able to explain why you could not do this
- [check if you should complain to the Charity Commission or a different organisation](#)

Only complain to the Charity Commission if there is a serious risk of harm to the charity or people it was set up to help.

<https://forms.charitycommission.gov.uk/raising-concerns/>

Information Commissioner's Office

The Information Commissioner's Office (ICO) handles complaints related to data protection. You have the right to make a complaint to us first, and we encourage you to do so as this often allows concerns to be resolved more quickly.

If you are not satisfied with our response, you may then raise your complaint with the ICO.

Tel. 0303 123 1113.

Review date	Description	Proposed by	Approved by	Approved date
03.11.22	Updated to include - how to make a complaint about fundraising or the charity	Catherine Cook	John Keighery	April 2023
	Changed Ofsted contact details			
08.11.22	Updated to add clarity to the complaints procedure.	Sadie Clarke	Diane McVey	January 23
31.01.23	No amendments required			
07.04.24	No amendments required			
06.03.26	Added references to other DP Policies in line with ICO guidance. Added reference to Adult Safeguarding Policy. Added ICO information and updated how to make a DP / charity complaint. Added reference to Whistleblowing Policy. Differentiated procedure for complaints about provision and complaints about anything else.	Catherine Cook	Catherine Cook	06.03.26
17.06.26	Updated p3 how to complain to the CEO / added a section on DP complaints in line with the new provisions applying from 19th June 2026;	Catherine Cook	Catherine Cook	06.03.26
