

Concerns, Complaints and Compliments Policy.

Flying Start Pre-School

Flying Start's aim is to provide a fun, stimulating, caring, and secure environment for children to build confidence, independence and to learn and develop before starting school; as well as providing a friendly setting for parents and carers to access in our local area.

Parents have opportunities to voice any concerns by emailing the preschool or speaking to a member of staff. They are invited to contact Sarah Maynard (Owner/Manager) or Sam Smih (Deputy Manager).

However if any parent should have cause to complain the procedure is as follows:

Stage 1:

When a comment, concern or complaint is received about an aspect of the setting's provision it should be first taken up with the Key worker or Manager.

However minor they seem, all will be treated seriously and sensitively.

Most should be resolved amicably and informally at this stage.

In the event of a problem still being unresolved, the Early Years Advisory team at Surrey County Council, can be contacted on 01372 833833 or sectorne@surreycc.gov.uk

Stage 2:

If this does not have a satisfactory outcome, or the problem recurs, we will gain as much information as possible on the nature of concern & it will be recorded on a complaints form.

With the relevant information, Sarah will investigate the complaint and the result will be confirmed with the complainant in writing within 28 days.

Stage 3:

However, if the parent is not satisfied with the explanation for action taken by us, then the complaint has the right to raise the subject with OFSTED and can be forwarded to the following:-

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

If a child appears to be at risk during any of the above stages, we would automatically follow our Safeguarding Children's Policy.

For all complaints that reach Stage 2, all records and information are kept for 3 years.

Should there be any complaints a summary log of all Stage 2 & 3 complaints will be available to parents as well as Ofsted Inspectors.

Compliments:

Thank-you letters and cards are displayed for staff and compliments and kind wishes are passed on to all staff, including supply staff and entered into the comments book.

This policy was adopted on: 05/01/2026	Signed on behalf of the nursery: Sarah Maynard
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