

# Complaints Policy and Procedure 2026

## Summary

This policy outlines how the International British Theatre School (IBTS) ensures that all complaints are handled fairly, consistently, and in line with statutory requirements. We are committed to working in partnership with parents, carers, and stakeholders, and we value all feedback as an opportunity to improve the quality of our provision.

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## Purpose and Scope

This policy applies to all children, parents, carers, and members of the public who wish to raise a concern or complaint about any aspect of the care, teaching, or service provided by IBTS.

Complaints may relate to:

- The standard of care or education provided.
- Behaviour or actions of staff members.
- Safety, safeguarding, or welfare concerns.
- Failure to follow stated policies or procedures.

All complaints will be handled promptly, fairly, and confidentially. Records of all complaints will be retained for at least three years, in accordance with the Early Years Foundation Stage (EYFS) framework and Ofsted requirements.

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## Legal and Statutory Framework

This policy has been developed in accordance with:

- **EYFS 2024** – Safeguarding and Welfare Requirements, section [3.75–3.77].

- Ofsted Complaints Handling Guidance (2025).
- Working Together to Safeguard Children (2023).
- Data Protection Act 2018 and UK GDPR.

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## Procedure for Handling Complaints

### Stage 1 – Informal Resolution

1. Concerns or complaints should be raised initially with the relevant staff member or camp leader as soon as possible.
2. Most concerns can be resolved quickly through open and respectful discussion.
3. The member of staff will listen carefully, seek clarification, and aim to resolve the issue within **seven working days**.
4. If the complainant is not satisfied with the outcome, the matter can be escalated to Stage 2.

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### Stage 2 – Formal Written Complaint

1. If the complaint cannot be resolved informally, it should be submitted in writing to the **Camp Manager or Director**.
2. The complaint should include:
  - The nature of the concern and relevant facts.
  - Details of any previous attempts to resolve it.
  - The desired outcome.

3. The Director (or nominated person) will acknowledge receipt of the complaint within **five working days**.
4. A full investigation will be carried out, including discussions with relevant staff members.
5. A written response outlining findings and actions will be provided within **28 days** of receipt.
6. Records of the complaint and actions taken will be securely stored in the **Complaints Log**.

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### **Stage 3 – Referral to Ofsted**

If the complainant remains dissatisfied after the internal process is complete, they may contact **Ofsted** directly. Ofsted will investigate complaints relating to compliance with statutory requirements of the Early Years Foundation Stage (EYFS).

#### **Ofsted Contact Details (as of 2025):**

Ofsted  
Piccadilly Gate, Store Street, Manchester M1 2WD  
Telephone: 0300 123 4666  
Website: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

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### **Confidentiality and Record Keeping**

- All complaints will be recorded in the **Complaints Log**, along with actions taken and outcomes.
- Complaints will be reviewed regularly by the management team to identify patterns or areas for improvement.
- Records will be kept for a minimum of **three years** and made available to Ofsted upon request.

- Confidentiality will be maintained throughout the process, except where sharing information is necessary for safeguarding purposes.

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## **Monitoring and Review**

The Director is responsible for ensuring that this policy is implemented consistently and reviewed annually or sooner if new guidance is issued. Feedback from parents and staff will be used to improve complaint handling procedures.

**Reviewed:** 15 November 2026

**Next Review Due:** 15 November 2027

**Policy Owner:** Ben Whiteside, Director

International British Theatre School