Parents & information

Complaints information and procedure

A clear route to raise a concern and receive a written response.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Raise a concern

Parents and carers may raise concerns verbally or in writing with the centre manager. A private discussion can be arranged away from children. Ask the team for the named manager and direct contact route before attendance.

A safeguarding concern must be escalated immediately through safeguarding procedures. The complaints timetable must never delay urgent protection or a referral.

Our response

Acknowledge the concern promptly, agree any immediate action and appoint someone appropriate to investigate. A complaint about the manager must have an independent escalation route.

Keep a factual record of the concern, evidence, discussions, action and outcome. Aim to give the complainant a written outcome within 28 days, or any shorter applicable requirement, and explain any delay and next steps.

Handle records confidentially. Other families may receive only an appropriate anonymised summary, not a complainant's or child's private record. Retain records under the approved retention schedule and applicable registration requirements.

If the concern remains

Explain the further review route and any relevant external regulator. Ofsted routes apply only where the centre's registration makes them relevant; the website does not claim registration.

Data-protection concerns can be raised with the Information Commissioner's Office. Child-protection concerns may be taken directly to Oldham Children's Social Care or the police. External contact links are provided in the policy hub.

Centre review before adoption

Confirm the complaints contact, independent reviewer, registration-specific route and record-retention schedule.