Childcare for children,
Childcare for you!

Complaints Policy Autumn 2026

We aim to provide the highest quality education and care for all our children. If under any circumstance you have reason to complain, please discuss your initial concerns with a staff member/key person in the first instance. If you feel they haven't been able to answer your query or deal with your complaint, then raise it with a senior educator/room leader. If you still feel this needs escalating further, then please speak to the manager of the setting and put your complaint in writing.

Our staff will always offer time and privacy for parents, carers, and staff. We will deal with a complaint with the utmost respect and confidentiality to everyone involved.

All complaints are recorded in our complaints folder following our confidentiality and GDPR policies.

All direct complaints will be dealt with within 28 days.

If a complaint against a member of staff is made that puts a child at risk, we will make a referral to the DBS/CRB helpline and make a report of the allegation to LADO immediately. All correspondence with LADO needs to be in writing after initial contact.

OFSTED will need to be notified within 14 days.

Contact details

Newport Anna 01566 770895	anna@smileyhappypeople.co.uk
Trethorne Georgia 01566 880276	georgia@smileyhappypeople.co.uk
Egloskerry Helen 07916 266 851	helen@smileyhappypeople.co.uk

If you feel your complaint has not been dealt with in a satisfactory and timely manner, then you can put your complaint in writing to Vron Walters (owner).

Head office: Tel. 01566 700960
Smiley Hub
25b Broad Street
Launceston
Cornwall
PL15 8AB
Or Contact Vron on

vron@smileyhappypeople.co.uk

If you feel unable to speak to a member of staff you can:

Write to:
The National Business Unit OFSTED
Piccadilly Gate Store Street Manchester M1 2WD

Or call outside agencies
LADO on 01872 254549
DBS 0870 909 0811,
OFSTED 0300 123 1231