

# Compliments and Complaints Policy

## Policy Overview

We are committed to creating environments where both children and their families feel welcome, supported, and valued. Our Compliments and Complaints Policy encourages parents and visitors to share their thoughts with us. Whether you have positive feedback or a concern about our service, your input is always valued. It plays an important role in helping us grow, develop our teams, and continuously deliver high-quality childcare. Together, we can continue to ensure Busy Bees gives every child the very best start in life.

## Compliments

At Busy Bees, we love to share positive feedback and praise our teams for outstanding practice through our rewards and recognition schemes.

We understand that families and visitors often want to share positive feedback or praise for the care and support they receive at our centres. We welcome any feedback of this kind and encourage you to send any compliments directly to your Centre Director.

If you've experienced truly exceptional service, please email your feedback to [CustomerExperience@busybees.com](mailto:CustomerExperience@busybees.com)

## Feedback/Queries

If you have any feedback, questions, or concerns, we encourage you to speak with your child's Key Person, Room Leader, or a member of the Centre Leadership Team. You can get in touch in person, by phone or by email.

# Compliments and Complaints Policy



## Staged Complaints Procedure

*Any feedback received will not affect the care and services given to children, parents or staff. All complaints are processed in compliance with the UK GDPR and Data Protection Act 2018.*

### Stage 1 - Verbal Complaint is raised

A complaint should initially be raised verbally to the Centre Director or a member of the Centre Leadership Team.

We aim to resolve concerns quickly wherever possible. However, if the issue is not resolved to your satisfaction at this stage, you should proceed to Stage 2 of the complaints procedure.

### Stage 2 - Complaint raised to Centre Director or Centre Team

If a complaint needs to be raised to Stage 2, this can be presented in writing, to the Centre Director.

- The Centre Director will acknowledge receipt of your concerns
- The complaint will be recorded
- The Centre Director will investigate and report back to you in writing as soon as reasonably possible

### Stage 3 - Complaint raised to our National Support Centre

If a complaint is not resolved to your satisfaction by the centre, you may escalate it to our National Support Centre by emailing: [CustomerExperience@busybees.com](mailto:CustomerExperience@busybees.com)

- The National Support Centre will acknowledge receipt of your complaint within 3 business days
- The complaint will be recorded within our centralised systems
- The complaint will be passed to the relevant department who will investigate and respond within a maximum of 28 days
- The outcome of the investigation will be the final stage of the complaint process and will conclude the matter

## Retention of data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.

## GDPR Rights

This policy does not alter or diminish any rights to which you are entitled under the UK General Data Protection Regulation (UK GDPR) or the Data Protection Act 2018 (DPA 2018). If you wish to exercise any of your rights, please contact the Data Protection Officer at [DPO@busybees.com](mailto:DPO@busybees.com)

## Regulator details

If you wish to make a complaint directly to the Regulator, you can use the contact information provided below. This information is also displayed at each of our Centres.

**England:** Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD  
Tel: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Scotland:** Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY  
Tel: 0345 600 9527  
Email: [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

**Wales:** Early Years Wales, Head Office, Unit 9 Centre Court, Treforest, CF37 5YR  
Tel: 029 2045 1242  
Email: [info@earlyyears.wales](mailto:info@earlyyears.wales)

**Jersey:** Childcare and Early Years Service (CEYS), Union Street, St Helier, Jersey, JE2 3DN  
Tel: 01534 449387  
Email: [ceys@gov.je](mailto:ceys@gov.je)

You also have the right to lodge a complaint with the Information Commissioner's Office, which is the UK data protection regulator. More information can be found on the Information Commissioner's Office website at <https://ico.org.uk/>