

Complaints Procedure

Bailey's Bumblebees Parents carers staff and management

Owner	Dominic Bailey, Company Lead and DSL
Effective	22 October 2026
Review	Before each camp and at least annually
Ofsted registration	URN 2649023

Parents and carers can raise concerns without fear that their child will be disadvantaged. A complaint does not delay immediate safeguarding action.

How to complain

1. Raise an informal concern promptly with the venue lead where appropriate.
2. Send a written complaint to Dominic Bailey using the current company contact details. Include the child's name, relevant dates, what happened and the outcome sought.
3. If the complaint concerns Dominic Bailey or cannot safely be raised with him, contact Jo Rich at jrich@westbournehouse.org or 07 834 474 450 and use statutory safeguarding routes where appropriate.

How the company responds

- Acknowledge, safeguard any child at risk and appoint an appropriate person to investigate.
- Keep a written record of the complaint, evidence considered, decisions, action and outcome.
- Notify the complainant of the outcome of an EYFS-related written complaint within 28 days of receipt.
- Make the complaints record available to Ofsted on request and review any wider learning.

External routes

Parents may contact Ofsted if they believe the provider is not meeting EYFS requirements. Use the current GOV.UK route for complaints about childcare providers or telephone Ofsted on 0300 123 1231. Immediate danger should be reported to 999. Child-welfare concerns may be referred to the West Sussex Integrated Front Door on 01 403 229 900.