



Complaints Procedure

We welcome any suggestions from parents on how we can improve our services, giving prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and in timely manner to ensure that any issues arising from them are handled effectively; ensuring the welfare of all children, enabling ongoing partnership with parents and to continually improve the quality of the provision.

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or the rooms Lead Teacher.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 5 working days. The manager will document the complaint fully and the actions taken in relation to it. As part of the investigation the parent will be invited to meet with the manager to discuss their concerns.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, childcare director, parent and the lead teacher to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Contact details for Ofsted are displayed in the nursery entrance hall.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.


Parents will be able to access this record if they wish to, however, all personal details relating to any complaint will be stored confidentially in a locked cabinet and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

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| This policy was updated: | Signed on behalf of the nursery: | Date for Review: |
| July 2023 |  Julie Coackley | 2024 |