



Policy Title:	Complaints Policy		
Aims: To ensure that the nursery at its staff are approachable for complaints and to provide a clear structure to complaint handling within the nursery and with Ofsted.			
Role of Responsibility	Managing Director	Current policy owner	Kate Jones
Date last updated	Sept 2020	Date due for review	Sept 2021
Method of evaluation	Audit, feedback		

This policy aims to meet part of the Leadership & Management aspects of the EYFS.

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of honesty and cooperation in the children's best interests. In the event of complaints from parents or others every effort will be made to respond quickly and appropriately.

The following steps may be taken by parents who have concerns about a child or about the Nursery's effective delivery of safe and engaging care and education;

1. Informal discussions with any member of the Nursery team at any convenient time during opening hours.
2. Informal discussion or email with any senior member of staff
3. In the case of more serious matters or matters needing further consideration, a complaint should be made in writing to the Nursery Manager or Director of Early Education. Following receipt of this complaint, the member of staff handling the complaint should complete an incident report.
4. If the complaint is in relation to the nursery not meeting its statutory requirements set out in the EYFS and a resolution has not been achieved through stages 1, 2 or 3 a parent can escalate the matter to Ofsted, via any of the following:

Early Years
OFSTED
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Complaints and Enforcement 0300 123 1231
enquiries@ofsted.gov.uk

In any event, the Director of Early Education will inform Ofsted of any complaints relating to breaches of statutory duty, whether escalated to Ofsted by the parent or not.

Upon receipt of a complaint, Ofsted will carry out a risk assessment and may contact or inspect the nursery to make their own investigations. On occasion, they may inform the local Local Advisory Board Officer (LADO) who will contact the nursery and investigate further.



The nursery staff will act professionally and with openness and honesty whilst maintaining confidentiality in any investigation, with the aim of listening to feedback and making progress to prevent a repeat of the incident or a misunderstanding, if one has occurred.

Any complaint should be logged in the complaint book.

If a member of staff has a concern about the nursery or any of their peers' practice they should discuss this concern with the Nursery Manager in the first instance. If the issue is not resolved, this should be escalated to the Director of Early Education and if resolution or explanation is not gained, you should contact 'Public Concern At Work' on 0207 404 6609 or email helpline@pcaw.co.uk.

If the issue is still not resolved, please contact Ofsted via the whistleblower procedure. Ofsted can be contacted via;

Telephone 0300 123 1231
Email whistleblowing@ofsted.gov.uk

In writing to; WBHL, Ofsted, Royal Exchange Buildings,
St Ann's Square, Manchester, M2 7LA

After a complaint has been investigated a response, including any action to take place, will be given to the complainant in the same format than the complaint was made (eg in writing, email, face to face). Any complaint of a serious nature will be responded to in writing. Any written complaint will be responded to within 28 days of having received the complaint (Any recommendations for changes in procedure will be made and noted against the complaints policy).

The nursery will provide Ofsted with a copy of any written complaints, on request and a copy of any actions taken and responses provided.

Records of complaints must be kept for at least three years, then disposed of securely.