



Policy Statement: Complaints

"Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome."

Statutory Framework for the EYFS 2024 (3.83)

The nursery aims to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. The nursery operates an open-door policy and actively encourages parents to talk to staff should they have any questions, concerns or complaints. Parents can make a complaint to the nursery either verbally, or in writing.

It is a condition of the nursery registration to investigate all written complaints relating to the safeguarding and welfare requirements of the Early Years Foundation Stage and/ or the Childcare Register. The nursery will notify the complainant of the outcome within 28 days of the receipt of the complaint.

The nursery displays Ofsted's poster for parents which introduces Ofsted's childcare responsibilities and gives Ofsted contact details. You can complain or compliment my service to Ofsted by calling:

0300 123 1231

Or you can write to: enquiries@ofsted.gov.uk or
Applications, Regulatory and Contact (ARC) Team
Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Procedure for Dealing with Complaints

The nursery Owner/Manager will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days.

The nursery will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but as required, staff will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken because of each complaint.

In the event of a complaint being made, the following information will be recorded:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) or Childcare Register requirements to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.
- After the situation has been resolved, the outcome will be recorded any recommendations for changes in procedure will be made and noted against this policy.

If the complaint cannot be resolved or if the complaint is of a serious nature and the parent/carer feels they cannot discuss it with the setting, please contact Ofsted on 03001 231231.

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on the [Complaints procedure - Ofsted - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-ofsted) and provides guidance on the complainant's right to contact Ofsted.