



Complaints Policy

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2025):
Safeguarding and welfare requirements - Complaints

3.98 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.

All providers must:

- Investigate written complaints relating to how they are fulfilling the EYFS requirements.
- Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make a record of complaints available to Ofsted, or the CMA with which a provider of CoDP is registered, on request.

3.99 Providers must make available to parents and/or carers the details about how to contact Ofsted, or the CMA with which a provider of CoDP is registered, if they believe the provider is not meeting the EYFS requirements.

At Little Squirrels we are committed to providing a safe, caring, and high-quality environment for all children and families. We believe that concerns and complaints should be handled openly, fairly, and promptly to achieve a satisfactory resolution for all parties involved.

We welcome feedback from parents, carers, staff, and visitors as it helps us improve our services and maintain high standards of care and education.

Aim of the Policy

This policy aims to:

- ♥ Ensure concerns and complaints are dealt with quickly and effectively
- ♥ Encourage open communication between families and the nursery
- ♥ Ensure all complaints are recorded and monitored appropriately
- ♥ Meet the requirements of the Early Years Foundation Stage (EYFS)
- ♥ Promote positive relationships with children, parents, carers, and staff

What Is a Complaint?

A complaint is any expression of dissatisfaction about the nursery's services, staff, procedures, or facilities that requires investigation and response.

This may include concerns about:

- ♥ Childcare practices
- ♥ Staff conduct
- ♥ Communication
- ♥ Health and safety
- ♥ Policies and procedures
- ♥ Behaviour management
- ♥ Administration or fees

Complaints Procedure

Stage 1 – Informal Concern

Most concerns can be resolved informally through discussion with the child's key person or the Nursery Manager.

Parents/carers are encouraged to raise concerns as soon as possible so that issues can be addressed promptly.

The nursery will:

- ♥ Listen carefully and respectfully
- ♥ Investigate the concern where necessary
- ♥ Aim to resolve the issue within 5 working days

Stage 2 – Formal Complaint

If the issue is not resolved informally, a formal complaint may be made in writing to the Nursery Manager or Registered Provider.

The complaint should include:

- ♥ The nature of the complaint
- ♥ Relevant dates and times
- ♥ Names of individuals involved
- ♥ Desired outcome

The nursery will:

- ♥ Acknowledge the complaint within 3 working days
- ♥ Investigate the matter thoroughly
- ♥ Keep all parties informed
- ♥ Provide a written response within 28 days

A written record of the complaint and outcome will be kept confidentially.

Stage 3 – Escalation

If the complainant remains dissatisfied, they may contact the relevant regulatory body.

For concerns relating to the EYFS requirements or child welfare, complaints may be referred to:

Ofsted

Ofsted

Phone: 0300 123 1231

Website: [Ofsted Official Website](#)

Complaints to Ofsted should normally be made within 12 months of the incident occurring.

Confidentiality

All complaints will be treated seriously and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the issue.

Records of complaints will be stored securely in accordance with data protection legislation.

Record Keeping

The nursery will maintain a written record of:

- ♥ The complaint
- ♥ The investigation process
- ♥ Actions taken
- ♥ Outcomes reached

Records will be retained in line with legal and regulatory requirements.

Monitoring and Review

The Nursery Manager and Registered Provider will regularly review complaints to identify patterns, improve practice, and ensure continued high standards of care.

Policy updated by Kylie Jones and the Little Squirrels team **May 2026**.