



## **Complaints procedure**

**Version Number: 1.0**

**Owner: Nursery Operations Team**

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# Complaints Procedure

## Policy statement

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by the setting manager, if this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

## Procedures

All settings are required to keep a written record of any complaints that reach stage one and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

### *Making a complaint*

#### Stage 1

- Any parent who has a concern about an aspect of our setting's provision talks over their concerns with our manager in the first instance.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, and file it in the complaints file.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Area Manager.

- Our setting stores all information relating to written complaints from parents in the complaints file.
- When the investigation into the complaint is completed, the Area Manager contacts the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of them making the complaint.
- When the complaint is resolved at this stage, we log the summative points on a Record of Complaints form, which is made available to Ofsted on request.

### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Head of Nursery Operations. The parent may have a friend or partner present if they prefer.
- A written record of the discussion is made, as well as any decision or action to take as a result.
- When the complaint is resolved at this stage, we log the summative points on a Record of Complaints form.

### Stage 4

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Company Directors. The parent may have a friend or partner present if they prefer.
- When the Directors have concluded their investigations, a final meeting with the parent is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- A record of this meeting, including the decision on the action to be taken, is made. This signifies that the procedure has concluded.

*The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board and the Information Commissioner's Office*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as

the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

- Parents can complain to Ofsted by telephone or in writing at:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Tel: 0300 123 1231

- These details are displayed on our settings notice boards.
- If a child appears to be at risk, we follow the procedures of the West Sussex Safeguarding Children's Partnership.
- In these cases, both the parent and setting manager work with Ofsted or the West Sussex Safeguarding Children's Partnership to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to our Privacy Notice. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or at [ico.org.uk](http://ico.org.uk) or by phoning 0303 123 1113.

### *Records*

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded on our Record of Complaints form, which is available for parents and Ofsted inspectors to view on request.

# Document history

Date	Version	Section	Details	Reviewed by
10/11/205	1.0		Creation of new policy	LE