Complaints

This policy is in place so that any concerns and complaints are taken seriously and documented, and so that we can continue to reflect on our practice and make changes to our provision as needed.

Parents/carers should feel comfortable in raising a concern or complaint and must be confident that they will be dealt with fairly and efficiently.

We have a duty to resolve issues and take any action, as appropriate, to alleviate further concerns.

This policy outlines the procedure to follow and details what to do at each stage of the process.

We have an open and transparent approach, keep records, and are committed to handling information sensitively, placing a high importance on equality and diversity for all those directly or indirectly involved.

Procedure

Safeguarding & Welfare

· Parents/carers are made aware of the process of raising a written concern or complaint and provided with support, if required, to do so.

· We have a written procedure in place for dealing with concerns and complaints from parents/carers.

· We keep a written record of any complaints including dates, actions taken and outcomes.

· We investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

· We keep a record of complaints available to Ofsted on request.

· We provide parents/carers with details about how to contact Ofsted as appropriate (Parent Partnerships Policy), if they believe our setting is not meeting the EYFS requirements.

. When we become aware that our setting will be inspected by Ofsted, we notify parents/carers.

· After an inspection by Ofsted, we supply a copy of the report to parents/carers of children attending on a regular basis.

Complaints Procedure:

- If in person then a member of the management team, or a senior member of staff is requested.
- If a complaint is made verbally then the complainant is asked to put this in writing via email. If this is not appropriate at the time then detailed records will be made either at the time, or straight afterwards.
- The complaint will immediately be investigated, and any actions needed will be documented and acted upon as soon as reasonably possible.
- The complainant will be contacted on resolution of the issue, if not immediate, and an in-depth conversation will be had, and further monitoring and support offered if need be.
- Records of the complaint and following actions are to be kept in the Complaints and Communication folder in the office, and any relevant information also logged on the child's individual notes on Famly.

This policy was reviewed in	Signed on behalf of the nursery	Date for review
September 2026	*Elizabeth Ross-Whittall*	*September 2027*