



Fledgelings Day Nursery

Complaint Policy

Policy Name:	Complaint Policy
Adopted By:	Louise Farrow-Brookes
Next Review Date:	15/11/2026



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1. Policy Overview

While aiming to achieve the highest standards of care and education for children attending our nurseries, and to foster a positive partnership with families, the company recognises that on occasion, circumstances may lead to a parent or carer wishing to make either a formal or informal complaint.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

This policy details the process when addressing a complaint about any aspect of the services offered by the nursery. All "Manager" responsibilities and actions referred to throughout the policy would usually be undertaken by the most senior person in charge, in the absence of the Nursery Manager.

2. Roles and Responsibilities

- 2.1 The Manager must make parents/carers aware of the Complaints Procedure during the child's settling in visits.
- 2.2 The Manager must display the Ofsted poster for parents/carers which can be downloaded from: https://assets.publishing.service.gov.uk/media/673c5f0b6d3c337b80acc348/Ofsted_poster_for_parents_childcare_2024.pdf
- 2.3 Any parental concerns or complaints raised to the child's Key Person or Room/Team Leader must be reported to the Manager.
- 2.4 Staff must notify the Area Manager of any concerns or complaints raised in relation to the Manager.
- 2.5 The Manager must ensure the complaint log (OneDrive folder) is always up-to date and the next year is added when needed.
- 2.6 The Manager must complete the Complaint Log using non-confidential information. This enables parents to view it upon request.
- 2.7 In the event of a parent/carers verbally raising a concern, this must be recorded on the Contact Form (Appendix 1) and stored confidentially in the child's file.
- 2.8 Parents/carers are encouraged to initially address any concerns to a senior member of staff in their child's room where appropriate.
- 2.9 If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery Manager. The Manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent

within 28 working days. The Manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints logbook.

Most complaints are usually resolved informally at stage 1 or 2.

- 2.10** Written complaints must be recorded on the Nursery's Complaint Log within the setting's OneDrive.
- 2.11** The Manager must:
- 2.11.1** Acknowledge all written complaints verbally or in writing within three working days. The Manager must use their discretion to determine the most appropriate way to communicate depending on the circumstances.
 - 2.11.2** Investigate all concerns and complaints and notify the complainant of the outcome of any actions taken within 28 days.
 - 2.11.3** Ensure all written complaints are recorded on the Complaint Log and made available to parents/carers upon request.
 - 2.11.4** Ensure a copy of the Complaints Log and all documentation such as records of telephone calls, investigation notes and outcomes are in the nursery's OneDrive, linked with the reference number of each complaint.
 - 2.11.5** Ensure any serious complaints relating to childcare and education, for example those that are a breach of the welfare requirements, are notified to the Area Manager who will liaise with the Company Director where necessary.
 - 2.11.6** Make the confidential Complaint Log available to Ofsted upon request. This is in individual files within the year folder of complaint under the corresponding reference number. Following an inspection, all complaints up to that date can be archived.
- 2.12** Any complaints that require notification to Ofsted must be notified within 14 days of the complaint being raised and the Regional Manager must be informed.
- 2.13** If the parent/carer wishes to refer the matter directly outside the nursery team, they can contact the nursery's Area Manager at: louise.farrow@fledgelingsdaynursery.co.uk
- 2.14** The Area Manager is required to acknowledge receipt of the complaint within three working days by telephone or in writing. A detailed response to the complaint raised further to an investigation must be provided no later than 28 days after the complaint is received. The Area Manager must use their discretion to determine the most appropriate way to communicate dependent on the circumstances.
- 2.15** If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter With Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not

be meeting the requirements of the nursery's registration. Ofsted risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

OFSTED Contact Details

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and, after inspection, the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

3. Appendices

Appendix	Description
1	Contact Form

Review History

Date Approved	Reviewed By
03/01/2023	Louise Farrow-Brookes
23/05/2023	Claire Tickton
12/12/2025	Louise Farrow-Brookes