

Scotswood Village Nursery

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Complaints Policy

Policy adopted by: Scotswood Village Nursery

Effective from: 1 September 2026

Review date: 31 August 2027

Policy owner: Nursery Management

1. Our aims

At Scotswood Village Nursery, we believe that children and parents/carers are entitled to be treated with courtesy, respect and consideration.

We value the views of children and families and welcome suggestions and feedback about our nursery. We recognise that parents/carers may occasionally have concerns about an aspect of our provision and we take all concerns seriously.

Our aim is to deal with concerns **fairly, promptly, sensitively and appropriately**, and wherever possible to resolve them informally and quickly.

We encourage parents/carers to speak to us as soon as they have a concern. We will listen carefully, investigate where necessary and work with families to reach a satisfactory outcome.

We will ensure that making a complaint does not adversely affect the care, learning or treatment of the child.

2. Informal concerns

Most concerns can be resolved quickly through an informal conversation with the appropriate member of staff or the Nursery Manager.

Parents/carers are encouraged to speak to their child's key person or the Nursery Manager in the first instance.

We will:

- listen carefully to the concern;
- take the concern seriously;
- clarify what has happened and what the parent/carer would like to happen;
- investigate the matter where appropriate;
- explain what action will be taken, where possible; and

- use feedback to help improve our practice.

Where an informal concern is resolved quickly, it may not be necessary to treat it as a formal complaint. However, where the concern relates to the welfare or safety of a child, or indicates that the nursery may not be meeting an EYFS requirement, the matter will be recorded and dealt with appropriately.

3. Formal complaints procedure

Parents/carers may make a formal complaint if they are dissatisfied with the outcome of an informal discussion or if they believe the matter requires formal investigation.

A formal complaint should normally be made **in writing**, either by email or letter, and addressed to the Nursery Manager.

We recognise that some parents/carers may require support to make a written complaint. Where necessary, we will make reasonable adjustments to enable them to raise their concerns.

A formal complaint should include, where possible:

- the nature of the complaint;
 - the date or dates when the issue occurred;
 - the names of any people involved, if known;
 - any relevant information or evidence; and
 - what the parent/carer would like the nursery to do to resolve the matter.
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Stage 1 – Raising the concern

The parent/carer should initially raise their concern with the Nursery Manager.

The Manager will listen to the concern and, where appropriate, discuss it with the relevant member(s) of staff.

The aim at this stage is to resolve the matter quickly and informally wherever possible.

A record will be made where the concern is significant, involves the welfare or safety of a child, or requires further action.

Stage 2 – Formal written complaint

If the parent/carer is not satisfied with the response, or if the concern is sufficiently serious to require formal investigation, they may submit a written complaint to the Nursery Manager.

The Manager will acknowledge the complaint and investigate it fairly and objectively.

This may include:

- reviewing relevant records;
- speaking to staff members;

- speaking to the parent/carer;
- reviewing nursery policies and procedures;
- considering any relevant evidence; and
- taking advice from appropriate professionals or agencies where necessary.

All written complaints relating to the nursery's provision will be recorded.

Information relating to the complaint will be kept securely and confidentially and will only be shared with those who need to know in order to investigate and resolve the matter.

The nursery will provide the complainant with the outcome of the investigation **within 28 days of receiving the written complaint**, in accordance with the EYFS requirements.

The outcome will explain:

- how the complaint was investigated;
- the findings of the investigation;
- any action taken or proposed; and
- where appropriate, any changes that will be made to nursery practice.

Stage 3 – Review by Nursery Management

If the parent/carer remains dissatisfied following the investigation, they may request a review by Nursery Management.

The request should explain why the parent/carer remains dissatisfied and identify any information they believe has not been considered.

A meeting may be arranged with the parent/carer and Nursery Management to discuss the matter.

The parent/carer may bring a friend, partner or other appropriate person to the meeting for support.

A written record of the meeting and any agreed actions will be kept.

Following the review, the nursery will provide a written response confirming the outcome.

4. If a complaint cannot be resolved

We will make every reasonable effort to resolve complaints directly with families.

If a parent/carer remains dissatisfied after completing the nursery's complaints procedure, they may contact **Ofsted**.

Ofsted regulates registered childcare providers in England and can consider concerns about whether a childcare provider is meeting the legal requirements of the EYFS and other registration requirements. Ofsted cannot generally resolve individual disputes between parents and childcare providers.

Parents can contact Ofsted using the current contact details provided on the GOV.UK website:

Ofsted

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Current information about making a complaint to Ofsted can be found on the GOV.UK website.

5. Complaints relating to safeguarding or child protection

If a complaint or concern relates to the **safety, welfare or possible abuse of a child**, it will be dealt with immediately in accordance with the nursery's **Safeguarding and Child Protection Policy**.

Safeguarding concerns will not be dealt with solely through the normal complaints procedure.

Where necessary, the nursery will contact the appropriate safeguarding agencies, including the local authority children's social care team or the police.

If a child is believed to be at immediate risk of harm, the police should be contacted by calling **999**.

6. Confidentiality and record keeping

The nursery will maintain a written record of formal complaints and their outcomes.

Records will include, where appropriate:

- the date the complaint was received;
- the nature of the complaint;
- the investigation undertaken;
- relevant evidence and information;
- actions taken;
- the outcome;
- the date the outcome was communicated to the complainant; and
- any changes made as a result of the complaint.

Complaints will be handled confidentially and records will be stored securely in accordance with our **Data Protection and Privacy Policy**.

Complaints records will be made available to Ofsted on request, as required by the EYFS statutory framework.

7. Complaints involving a member of staff

Where a complaint relates to the conduct or practice of a member of staff, the Nursery Manager will investigate the matter fairly and appropriately.

The member of staff will be given an opportunity to respond to the concerns raised.

Where the complaint relates to safeguarding, allegations of abuse or the suitability of a person working with children, the nursery will follow its safeguarding procedures and make any required referral or notification to the appropriate authority.

The nursery will ensure that confidentiality is maintained throughout the process.

8. Anonymous complaints

Anonymous complaints will be considered carefully where sufficient information is provided to allow the nursery to investigate the concern.

Where it is not possible to identify or contact the person making the complaint, we may be unable to provide feedback about the outcome.

Any safeguarding concern raised anonymously will still be considered and acted upon where appropriate.

9. Unreasonable or abusive behaviour

We understand that parents/carers may feel upset or frustrated when making a complaint. Staff will always listen and respond respectfully.

However, the nursery will not tolerate threatening, abusive, discriminatory or aggressive behaviour towards staff, children or other families.

Where this occurs, the Nursery Manager may take reasonable steps to protect staff and children while continuing to deal with the underlying complaint appropriately.

10. Learning from complaints

We view complaints and feedback as an opportunity to reflect on and improve our practice.

Where a complaint identifies that a change is needed, Nursery Management will consider:

- what went wrong;
- whether policies or procedures need to be reviewed;
- whether staff require additional training or support;
- whether changes to practice are required; and
- whether similar concerns could be prevented in the future.

We will use feedback to support the continued improvement of the nursery and the quality of care and education we provide.

11. Parents' right to complain to Ofsted

Parents/carers have the right to contact Ofsted if they have concerns about the nursery, particularly where they believe the nursery is not meeting the requirements of the EYFS or where they have been unable to resolve their concern directly with the nursery.

Ofsted's role is to regulate registered childcare providers and take action where appropriate. Ofsted does not normally act as an appeals body for individual disputes between parents and providers.

Parents can find the most up-to-date information about contacting Ofsted on GOV.UK.

Relevant legislation and guidance

This policy should be read alongside:

- **Early Years Foundation Stage (EYFS) Statutory Framework for Group and School-Based Providers**, current from 1 September 2026.
- **Childcare Act 2006.**
- **Equality Act 2010.**
- **Data Protection Act 2018 and UK GDPR.**
- **Safeguarding and Child Protection Policy.**
- **Whistleblowing Policy.**
- **Equality and Diversity Policy.**
- **Data Protection and Privacy Policy.**
- **SEND Policy.**

The current EYFS framework requires providers to have a written complaints procedure, investigate written complaints relating to how they are fulfilling EYFS requirements, notify the complainant of the outcome within 28 days, keep written records of complaints and their outcomes, and make those records available to Ofsted on request.
