Complaints Procedure

Little Monsters Day Nursery

1. Statement of Intent

At Little Monsters Day Nursery, we are committed to providing high-quality care and education for all children. We believe that parents and carers are entitled to courtesy, transparency, and prompt attention to their concerns.

We welcome feedback, suggestions, and complaints as an opportunity to improve our service. All concerns are taken seriously and handled fairly, sensitively, and confidentially.

We aim to resolve most concerns quickly through informal discussion. Where this is not possible, we follow a clear and structured complaints procedure in line with the Early Years Foundation Stage (EYFS) requirements.

2. Aims

We aim to:

- Resolve complaints promptly and fairly
- Maintain positive relationships with families
- Improve practice through reflection and learning
- Ensure transparency and accountability
- Meet statutory requirements

3. Legal Framework

This policy is informed by:

- Early Years Foundation Stage (EYFS) Statutory Framework
- Children Act 2004
- Data Protection Act 2018
- Safeguarding and Welfare Requirements

4. Responsibilities

Manager/Owner

The Manager is responsible for:

- Implementing this procedure
- Investigating complaints fairly
- Maintaining records
- Communicating outcomes
- Liaising with Ofsted where required

Staff

All staff are responsible for:

- Responding respectfully to concerns
- Reporting complaints to management
- Supporting investigations

Parents and Carers

Parents are encouraged to:

- Raise concerns promptly
- Follow the complaints procedure
- Work in partnership with the setting

5. Making a Complaint

Parents may raise concerns verbally or in writing. Support will be offered to those who require assistance in making a complaint.

Complaints are handled through the following stages:

6. Stage 1 – Informal Resolution

- Parents are encouraged to discuss concerns with the Manager or Owner in the first instance.
- Most issues can be resolved quickly and informally.
- The Manager will listen carefully and agree appropriate action where required.

7. Stage 2 – Formal Written Complaint

If the concern is not resolved at Stage 1, parents may submit a formal written complaint.

- Complaints should be addressed to the Manager/Owner.

- A complaints form is available if required.
- Support is provided to parents who find written complaints difficult.
- The complaint will be acknowledged within 5 working days.
- A full investigation will be completed.
- Parents will be informed of the outcome in writing.

Records relating to the complaint are stored securely.

A summary of the complaint and outcome is recorded in the Complaints Log.

8. Stage 3 – Review Meeting

If the parent remains dissatisfied:

- A review meeting will be arranged with the Manager/Owner.
- Parents may bring a friend or representative if they wish.
- A written record of the meeting and agreed actions will be produced.
- All parties will sign and receive a copy.

The outcome is recorded in the Complaints Log.

9. Stage 4 – External Mediation

If agreement cannot be reached:

- An independent mediator acceptable to both parties may be appointed.
- The mediator will review the case and offer recommendations.
- All discussions are confidential.
- A written summary will be produced.

10. Stage 5 – Final Decision

Following mediation:

- A final meeting will be held with the parent and Manager/Owner.
- A decision on further action will be agreed.
- A written record will be signed by all parties.
- This concludes the internal complaints procedure.

11. Role of Ofsted and Safeguarding Authorities

Parents may contact Ofsted at any stage of the complaints process.

Ofsted contact details:

Ofsted
Telephone: 0300 123 1231
Website: www.gov.uk/ofsted

Details are displayed on the nursery notice board.

Where a complaint relates to safeguarding concerns or possible breaches of registration requirements, Ofsted and local safeguarding partners will be informed immediately.

If a child is at risk of harm, safeguarding procedures will be followed in line with the Safeguarding Policy.

12. Record Keeping

In line with EYFS requirements, we maintain a written record of:

- The nature of the complaint
- Date received
- Investigation carried out
- Outcome
- Actions taken

A Complaints Log is maintained and made available to parents and Ofsted inspectors on request.

Records are retained for at least three years.

13. Confidentiality and Data Protection

All complaints are handled confidentially and in accordance with data protection legislation.

Information is shared only with those who need to know.

14. Learning and Improvement

We use complaints to:

- Review policies and procedures
- Improve staff training
- Enhance service quality
- Prevent future issues

15. Policy Review

This policy is reviewed annually or when:

- EYFS guidance changes
- Ofsted recommendations are made
- Serious complaints occur
- Practice requires improvement

16. Policy Adoption

This policy was adopted by: **Little Monsters Day Nursery**

Date: _____

Review Date: _____

Signed: _____

Role: Manager / Owner