



Complaints and Compliments Policy

EYFS: 3.74, 3.75

At Countryside Nurseries we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

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 and Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

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 and report back to the parent within 14 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints file.

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

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.



Stage 4

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 complaint's 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. It risks assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

All complaints or concerns must be shared with the Area Manager and Directors.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

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.

This policy was adopted on	Signed on behalf of the nursery
05/02/2025	KellieATye (Area Manager)



Record of complaint log

Source of complaint

The EYFS Welfare Requirements places a statutory duty on all early years and childcare providers to investigate all complaints* made in writing by the parent /carer of a child attending the setting (*in respect of the welfare requirements only). All verbal complaints are also required to be logged.

- Parent in writing / by email
- Parent in person
- Parent on phone
- Ofsted

- Staff member
- Anonymous
- Other

Ofsted complaint number if known

Nature of complaint

Tick all Welfare Requirements the complaint relates to.

- Safeguarding and promoting children's welfare
- Suitable people
- Suitable premises, environment, and equipment
- Documentation
- Organisation

Details of the complaint

Include specific information, such as dates and times, but NO identifying information of the complainant, children or practitioners involved. Personal information should be stored confidentially and securely separately to this log.

How the complaint was dealt with (By whom, how and when)

- Internal investigation
- Investigation by Ofsted
- Investigation by other agencies (please state) _____

Details of any internal investigations should be recorded below.
If Ofsted has issued any outcome letter, this should be referenced and attached.

Actions and outcomes

- Internal actions
- Actions agreed with Ofsted
- Changes to conditions of registration
- Other action taken by Ofsted
- No action
- Actions imposed or agreed with other agencies.

Details:

Review of actions
By whom, and when

Has a copy of this record been shared with parents?

<input type="checkbox"/> Yes	<input type="checkbox"/> No (if no, please state reason)
Name of recorder: _____ _____	Outcome notified to parents (within 28 days for written complaints) Date: _____
Position: _____ Signature: _____	Date completed: _____