



Complaints and Compliments Policy

At Little Explorers Day Nursery and Preschool, we are committed to delivering the highest quality of care and education for all children and their families. We believe in treating every parent and carer with respect, courtesy, and professionalism at all times.

We actively encourage and welcome feedback from parents and carers, whether positive or constructive, as part of our commitment to continuous improvement. Compliments are recorded and shared with relevant staff members to recognise and celebrate good practice.

We also welcome suggestions on how we can further improve our provision. All concerns and complaints are taken seriously and will be handled promptly, professionally, and fairly, with the welfare of children at the centre of all decision-making. We aim to maintain strong, open partnerships with families and to use feedback to continuously develop and enhance our practice.

Where a concern relates to child protection or safeguarding, the matter will be dealt with immediately in accordance with our Safeguarding and Child Protection Policy and may be referred to external agencies where appropriate.

Internal Complaints Procedure

Stage 1: Verbal Discussion

Parents/carers are encouraged to raise any concerns initially with their child's key person or the relevant room leader. Many concerns can be resolved quickly through open discussion.

If the concern remains unresolved, it should be escalated to the nursery manager.

Stage 2: Formal Complaint in Writing

If a satisfactory resolution is not reached, parents/carers should submit their complaint in writing to the nursery manager.

The manager will acknowledge the complaint and begin an investigation in line with statutory requirements. We aim to provide a written response within **10 working days**.

All complaints will be fully investigated, and a final written outcome will be provided within **28 days**, in line with the requirements of the Early Years Foundation Stage (EYFS).

All formal complaints and their outcomes will be recorded in the nursery's complaints log.

Stage 3: Formal Meeting

If the issue remains unresolved, a formal meeting will be arranged between the parent(s), nursery manager, and a senior member of staff.

A written record of the meeting will be taken, shared with all attendees for accuracy, and signed. Each party will receive a copy of this record.

This stage marks the conclusion of the nursery's internal complaints procedure.

Stage 4: Referral to Ofsted

If the matter remains unresolved, parents/carers may contact Ofsted directly at any stage of the complaints process.

Ofsted regulates and inspects early years providers. If a parent believes that the setting is not meeting EYFS requirements, they may contact Ofsted, who may investigate and take regulatory action where appropriate.

Where a complaint relates to the EYFS requirements and there is a potential impact on the welfare of children, the nursery will notify Ofsted and any other relevant agencies as required.

Record Keeping

A written record is kept of all complaints, including:

- Name of the complainant
- Nature of the complaint
- Date and time the complaint was received
- Actions taken to investigate
- Outcome of the investigation
- Response provided to the complainant (including date)

Records are stored securely and confidentially in accordance with data protection legislation, including the Data Protection Act 2018 and UK GDPR. Information will only be shared with those who have a legitimate need to know or where there is a safeguarding or legal obligation to do so.

Complaints records are retained for a minimum of **three years** in line with EYFS requirements.

Parents/carers have the right to request a summary of complaints and their outcomes.

A summary of complaints will be made available to Ofsted upon request, and inspectors may review records during inspection visits.

Ofsted Information

Parents/carers may contact Ofsted using the details below:

Email: enquiries@ofsted.gov.uk
Telephone: 0300 123 4666
Post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will be informed when an Ofsted inspection takes place and will be provided with access to the inspection report once published.

Continuous Improvement

We view all feedback, including complaints, as an opportunity to reflect, learn, and improve. Outcomes from complaints are used to inform staff training, policy updates, and improvements to practice to ensure the best possible outcomes for children.

Scope of Policy

This policy applies to all compliments, comments, and complaints received from parents, carers, visitors, professionals, and any other individuals who come into contact with the nursery.

Review

This policy will be reviewed annually or sooner if there are changes in legislation, guidance, or best practice.

This policy was adopted on	Reviewed
<i>24/01/2022</i>	<i>4th May 2026</i>