

# **Smallville Nursery**

## **Complaints Policy April 2026**

***To be revised April 2027***

At Smallville Nursery, we are committed to providing excellent care and education for all children. We value open communication with parents and carers and believe that any concerns about a child's care should be addressed promptly. Parents are encouraged to discuss concerns informally with their child's key person. If concerns are not resolved, they can escalate the matter to the nursery manager, Victoria, or the nursery owner, Amber-Rose May.

### **Legislation**

This policy is informed by the *Early Years Foundation Stage (EYFS) 2024*, specifically the sections on Safeguarding and Welfare Requirements, which place a duty on early years providers to ensure children's well-being and respond to concerns. It also aligns with *the Children Act 2004*, *the Childcare Act 2006*, and the *Keeping Children Safe in Education (KCSIE) guidance*, which recognise that complaints or concerns may indicate safeguarding or welfare issues. This policy is also consistent with *Ofsted regulatory requirements* and the *Education and Skills Funding Agency guidelines for early years provision*.

### **Aims and Objectives**

Our aim is to be fair, transparent, and responsive when handling complaints. We consider all concerns—formal or informal—and work to resolve them swiftly through discussion and mutual understanding, always prioritising the interests of the children. This policy provides a clear framework for addressing complaints and ensures that parents and carers have opportunities to have their concerns heard.

### **Scope**

This procedure covers complaints about any nursery provision or services, except for:

- Statutory SEN assessments or Child Protection matters: Handled by the Local Authority.
- Whistleblowing concerns: Staff may use our internal whistleblowing procedure or contact Ofsted or the Department for Education directly.
- Staff grievances or disciplinary matters: Handled through internal HR procedures.
- Services provided by third-party providers using nursery facilities: Contact the provider directly.

### **General Principles**

1. Complaints should be raised as soon as possible, ideally within three months of the event.
2. Confidentiality is respected throughout the process.
3. The procedure ensures that all issues are addressed, and appropriate actions are taken.
4. The nursery uses feedback from complaints to improve services.
5. Informal resolution is preferred wherever possible.
6. If informal resolution is unsuccessful, the formal complaints procedure will be followed.

### **Who Can Make a Complaint**

Any parent, carer, or member of the public may raise a complaint about the nursery's services, unless a statutory procedure applies. Concerns about parental disputes over responsibility are usually addressed by the nursery manager.

### **Complaints Process**

1. Initial Concerns  
Parents should first discuss concerns with their child's key person. If the key person is unavailable, messages can be left in the office.
2. Escalation to Management  
If the issue is unresolved, the matter should be raised with the nursery manager. Meetings or calls can be arranged through the office. Complaints may also be submitted in writing. If the complaint concerns the manager, the nursery owner will be informed.
3. Formal Complaint

If a concern cannot be resolved informally, a formal complaint should be submitted in writing. The manager and owner will investigate, usually in consultation with the key worker. A written record will be maintained, covering:

- Summary of the complaint
- Actions taken
- Outcome of the investigation

### **Investigation Procedure**

- Confidential interviews are conducted with all parties involved.
- Complaints relating to safeguarding follow the Local Authority safeguarding procedures.
- All other complaints are reviewed by the manager and owner, with appropriate action taken.
- Parents or carers will receive a summary of the investigation within 28 days.
- Records of complaints are retained for 10 years and are available to Ofsted on request.

### **Taking a Complaint Further**

If a parent or carer remains dissatisfied, they may escalate the complaint to Ofsted:

Write to:

Applications, Regulatory and Contact (ARC) Team

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Phone: 0360 123 1231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Complaints About the Manager**

Complaints about the nursery manager should initially be addressed to the owner, Stuart Bruce-Jones. If unresolved, the formal complaint procedure applies.

### **Appendix A – Complaints Form**

Please complete and return to the nursery office (by hand or email).

Someone will acknowledge receipt and explain the next steps.

- Name:
- Child's name:
- Relationship to the child:
- Address:
- Postcode:
- Contact telephone number:
- 

*Use additional pages if required to provide full details of your complaint.*