



## **11.1 Compliments and Complaints policy**

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times 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.

There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way.

- If a parent is unhappy about any aspect of their child's care or how he/she feels or he/she has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded and attached to the child's record and recorded in the Nursery Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the Nursery manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the Nursery manager writes down the main issues of the complaint using the Complaint Investigation Record and attached it to the child's record where appropriate. The Nursery manager will investigate the complaint and provide time to feedback to the parent within 28 days.
- If the parent is still not satisfied, or if the complaint is about the Nursery manager, the Nursery manager is asked to forward their complaint verbally or in writing to their line manager (The Chair of the Committee).
- If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the Chair of the Committee who will discuss the matter with the trustees and arrange for further investigation. The Trustees will respond to the parent within a further 14 days.

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- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The Nursery manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

<b>This policy was adopted at a meeting of the Meadow Nursery School Parents' Association Committee</b>	
<b>Held on</b>	
<b>Policy reviewed</b>	September 2025
<b>Date to be reviewed</b>	September 2027
<b>Signed by Chair</b>	
<b>Name</b>	Samantha Foster-Kennedy
<b>Signed by Nursery Manager</b>	
<b>Name</b>	Debbie Hill

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