

# Complaints Policy



## Policy Statement

At Early Years Day Nursery Uxbridge, we are committed to providing a high standard of care and education. We aim to ensure that any complaint is handled sensitively, efficiently and resolved at the earliest possible stage.

We welcome feedback from parents and carers and view complaints as an opportunity to improve our practice. We aim to resolve concerns in a positive and constructive manner and, where necessary, review our procedures to prevent recurrence.

We recognise that unresolved concerns can escalate. Therefore, we encourage parents to raise any issues as soon as possible. Parents and carers can be assured that raising a concern or complaint will not adversely affect their child's care or opportunities within the nursery.

## Procedure

Early Years Day Nursery Uxbridge will keep a record of any complaints. All written complaints must be acknowledged in writing within two working days or as soon as reasonably possible. Where possible the investigation of the complaint should be completed within 28 calendar days of the written complaint being received and an outcome letter issued.

Where a complaint has more than one element it is important to separate out the issues and respond to each separately. Any safeguarding elements within the complaint will be prioritised in line with our safeguarding procedures.

## Making a complaint

When a concern has been raised about any aspect of the child's care, Early Years Nursery follows the following procedure:

### Stage 1: Informal Resolution

In the first instance, concerns should be discussed with the child's Key Person or Room Leader. Wherever possible, this should take place on the same day the concern arises to allow for prompt resolution. The staff member will make every effort to resolve the issue at this stage.

### Stage 2: Formal Investigation

If the concern remains unresolved, parents should escalate the matter to the Nursery Manager.

The Nursery Manager will:

- Acknowledge the complaint promptly
- Carry out a full investigation
- Keep parents informed where appropriate
- Aim to resolve the matter satisfactorily

### Stage 3: Escalation

If the complaint is not resolved to the parent's satisfaction, it may be escalated in writing to the Nursery Director.

If the complaint relates to the Director, parents should contact Early Years Nurseries Head Office.

## External Complaints

Parents have the right to contact Ofsted at any time if they believe their concern has not been addressed appropriately.

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## Contact details:

- Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- Telephone: 0300 123 1231

These details are also displayed on the nursery notice board. Further information can be found on the Ofsted website.

<https://www.gov.uk/government/organisations/ofsted>

[Complaints procedure - Ofsted - GOV.UK](#)

## Linked Policies

Investigations, Disciplinary & Grievance Policy