

Concerns and Complaints Policy

Policy Statement

At the Acorn Nursery we are committed to providing the highest standards of care and education for all children. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions and feedback from parents, carers, and others, and take complaints seriously.

Aims of this Policy

- To provide a clear and transparent process for handling complaints.
- To ensure complaints are dealt with promptly, fairly, and consistently.
- To maintain good relationships with parents, carers, and other stakeholders.
- To meet the requirements of the Early Years Foundation Stage (EYFS) and Ofsted.

Making a Complaint

If you have a complaint or concern about any aspect of the services provided, it is imperative that you bring this to our attention in order for us to resolve any issues promptly, thus promoting positive outcomes for children. We encourage open dialogue and recommend that concerns be raised informally in the first instance, where possible.

1. Informal Complaint

- Discuss the issue with the relevant member of staff, Room Leader or the Nursery Manager.
- We aim to resolve informal concerns within 5 working days.
- A written record of informal complaints will be kept for internal use.

2. Formal Complaint

If the matter is not resolved informally:

- Submit the complaint in writing to the Nursery Manager.
- The complaint will be acknowledged within 3 working days.
- The Manager will investigate and respond in writing within 10 working days.
- All formal complaints will be recorded in the Complaints Log and kept for a period of 3 years.

3. Escalation

If you remain dissatisfied:

- The complaint can be referred to the Head of Nursery (Pauline Crowder) for further review.
- A written response will be provided within 15 working days of escalation.

Referral to Ofsted

If you believe the nursery is not meeting the requirements of the EYFS, or if you are dissatisfied with the outcome of your complaint, you can contact **Ofsted** directly:

- **Phone:** 0300 123 4666
- **Email:** enquiries@ofsted.gov.uk
- **Online:** <https://contact.ofsted.gov.uk>

Complaints to Ofsted should be made as soon as possible, and no later than **12 months** after the issue has occurred.

Confidentiality

All complaints will be treated with confidentiality. However, information may be shared if required by law, including child protection concerns or criminal investigations.