Complaints Policy

Grass Roots Nursery Group: Complaints Policy & Procedure

Purpose

Grass Roots Nursery Group is committed to providing high-quality early years provision. This policy outlines how complaints are managed to ensure transparency, fairness, and timely resolution.

Scope

This policy applies to all parents, carers, staff, visitors, and members of the public who wish to raise a complaint about any aspect of the nursery's practice or service.

Key Principles

- **Respectful Communication:** All concerns are listened to respectfully and taken seriously.
- **Fairness:** Complaints are investigated impartially.
- **Timeliness:** Complaints are addressed promptly, with updates provided throughout.
- **Confidentiality:** Information is shared only when necessary.
- **Compliance:** Procedures follow EYFS requirements and local safeguarding guidance.

Definitions

Complaint

A complaint is an expression of dissatisfaction about any aspect of the nursery's service or practice. This may relate to communication, routines, behaviour management, staffing, or the environment. A complaint does not automatically indicate a safeguarding risk.

Concern

A concern relates to the safety or welfare of a child, or the suitability of an adult working with children. Concerns require immediate action and must be referred to the Designated Safeguarding Lead (DSL) and external agencies.

When a Complaint Becomes a Concern

If information shared within a complaint indicates potential harm or unsafe practice, the matter will be escalated and managed under safeguarding procedures.

Complaints Procedure

1. Verbal Complaints

- Parents or carers may raise a verbal complaint with a member of the management team.
- Many issues can be resolved informally through discussion.
- Informal complaints do not require a formal written record unless they relate to safeguarding.

2. Written Complaints

- Formal complaints should be submitted using the nursery's complaints form.
- All written complaints are acknowledged and logged.
- The management team will oversee the investigation.

3. Investigation

All written complaints are investigated within **28 days**.

The complainant will receive:

- an outline of the investigation
- information on individuals involved (without identifying those named)
- details of any referrals made to external agencies
- the outcome and any actions taken

If a staff member is dismissed for misconduct relating to harm, the LADO will be notified.

4. Escalation to Ofsted

Parents may contact Ofsted if:

- they are dissatisfied with the nursery's response
- the complaint relates to a serious matter or possible breach of EYFS requirements
- they wish to make an anonymous complaint

5. Safeguarding Allegations

- Any allegation involving staff will be reported to the LADO.
- Ofsted must be informed within **14 days** of any allegation of harm or abuse made against a member of staff.

Recording and Retention

- All complaints are recorded and stored securely for **a minimum of three years**.
- A summary log is maintained for monitoring and review.

Monitoring and Review

- Complaints are reviewed termly to identify patterns or areas for improvement.
- This policy is reviewed annually or sooner if required by regulatory changes.

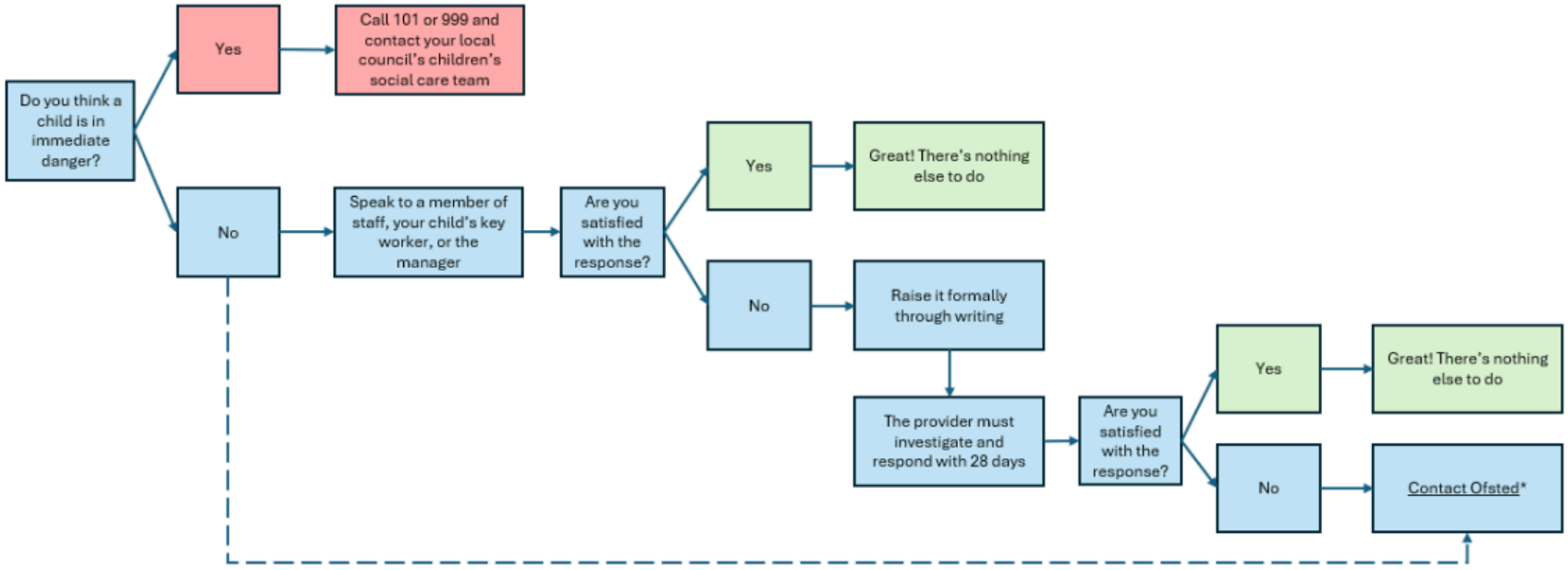
Contact Details

Ofsted: 0300 123 4666 / CIE@ofsted.gov.uk
LADO: 01422 394055 / 07769 886090 / ladoadmin@calderdale.gov.uk

Department for Education

How parents or carers can make a complaint

If you are unhappy with the service of a provider and want to make a complaint about something like fees, communication, or service quality, it's important you know what to do. Your provider should share their process with you but below summarises the steps to take.



It is recommended that you speak to the provider first, but you can go directly to Ofsted if you think appropriate.

Ofsted cannot resolve disputes between you and the provider; their roles is to make sure the provider is following all the registration requirements in order to meet the statutory requirements of the early years foundation stage (EYFS) framework.