A8 Complaints Policy & Procedure

Grass Roots Nursery Group – Updated October 2026

1. Policy Statement

Grass Roots Nursery Group is committed to providing high-quality early years provision and maintaining strong, respectful relationships with families. We recognise that, on occasion, parents, carers, staff, visitors, or members of the public may wish to raise a concern or make a complaint.

We take all complaints seriously and respond with fairness, transparency, and professionalism. Our aim is to resolve issues promptly and collaboratively, ensuring that children's wellbeing remains central throughout.

This policy outlines how complaints are managed, how concerns are escalated, and how safeguarding issues are identified and acted upon.

2. Purpose & Scope

This policy explains how individuals can raise a complaint about any aspect of the nursery's practice or service. It ensures that complaints are handled consistently, respectfully, and in line with statutory requirements.

The policy applies to:

- parents and carers
- staff
- volunteers
- visitors
- members of the public

Complaints may relate to communication, routines, behaviour management, staffing, environment, or any aspect of nursery operations.

3. Key Principles

Our complaints process is guided by the following principles:

Respectful Communication

All concerns are listened to respectfully and taken seriously. We aim to create a safe space where individuals feel comfortable raising issues.

Fairness & Impartiality

Complaints are investigated objectively. No assumptions are made, and all parties are treated with dignity.

Timeliness

Complaints are acknowledged promptly, investigated within required timeframes, and updates are provided throughout.

Confidentiality

Information is shared only when necessary and in accordance with data protection legislation.

Compliance

Procedures follow EYFS requirements, Ofsted expectations, and local safeguarding guidance.

4. Definitions

Complaint

A complaint is an expression of dissatisfaction about any aspect of the nursery's service or practice. 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).

When a Complaint Becomes a Safeguarding Concern

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

5. Complaints Procedure

Informal (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 and clarification.
Informal complaints do not require a formal written record unless they relate to safeguarding.

Formal (Written) Complaints

Formal complaints should be submitted using the nursery's complaints form. All written complaints are acknowledged, logged, and overseen by the management team.

6. Investigation Process

All written complaints are investigated within **28 days**, in line with EYFS requirements.
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.
Where safeguarding concerns arise, the complaint will be managed under **A1 Safeguarding & Child Protection** and **A2 Allegations Against Staff**.

7. 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

Ofsted contact details are provided at the end of this policy.

8. 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, even if the allegation is later withdrawn or unsubstantiated.

9. Recording & Retention

All complaints are recorded and stored securely for a minimum of **three years**, in line with EYFS requirements.
A summary log is maintained to support monitoring, pattern analysis, and continuous improvement.

10. Monitoring & Review

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

11. Contact Details

Ofsted
0300 123 4666

CIE@ofsted.gov.uk
Calderdale LADO
01422 394055 / 07769 886090
ladoadmin@calderdale.gov.uk

12. Linked Policies

Safeguarding & Welfare (Category A)

A1 Safeguarding & Child Protection
A2 Allegations Against Staff
A3 Whistleblowing
A4 Behaviour & Positive Relationships
A5 Physical Contact & Physical Intervention
A6 Prevent Duty & British Values
A7 Children's Wellbeing & Emotional Development
A9 Equality, Inclusion & SEND
A10 Parents as Partners & Family Support

Staff Policies (Category H)

H1 Staff Code of Conduct
H2 Safer Recruitment & Induction
H7 Parent Conflict, Aggression & Home Visit Procedures

Digital Safety (Category F)

F1 Mobile Phone & Electronic Device Use
F2 Safer Internet & Technology Use

Safeguarding Handbook

Detailed procedures for specific safeguarding issues.