



Complaints & Compliments Policy & Procedure

Last reviewed: 29 May 2026

Approved by: Nursery Management

Review frequency: Every 2 years

Introduction

At Crossley Mill Nursery we strive to provide the highest quality of care and education for our children and families and believe that all parents and carers are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding & Child Protection Policy & Procedures.

See annex A for template Complaints Record.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery Manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within **5 working days**. The manager will document the complaint fully, the actions taken, and the outcome in relation to it, in the complaints log.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Ofsted

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

For more information about Ofsted's role see:

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

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents of children attending on a regular basis.

Monitoring

Complaints records will be reviewed annually by the Board.

Concerns relating to child protection

If you believe any child in the care of the nursery may be at risk of abuse or neglect, you should report your concerns immediately to:-

Ofsted :- 0300 123 1231

If a child appears to be at risk, our nursery follows the procedure of the Local Safeguarding Children partnership in our local authority.

ANNEX A - Complaints Record – Crossley Mill Nursery

Date of complaint:	
Source of complaint – circle as appropriate	
Parent in writing (including email)	Staff member
Parent in person	Anonymous
Parent via phone call	Ofsted (Include complaint number if known)
	Other (please state)
Nature of complaint – tick all responses that the complaint relates to	
Safeguarding & Promoting Children's Welfare	Childcare Register Requirements
Suitable People	Organisation
Suitable Premises, Environment & Equipment	Learning & Development
	Documentation
Please give details of the complaint:	
How it was dealt with – circle as appropriate	
Internal investigation	Investigation by other agencies (please state agency)
Investigation by Ofsted	

Please give details of any internal investigation or attach any outcomes letter from Ofsted:

Actions and Outcomes

Has a copy of this record been shared with parents? Circle as appropriate

Yes

No

Name of Recorder:

Outcome notified to parent: (within 28 days)

Date:

Position:

Date completed:

Name:

Signature: