



Little Garden Gate Nursery

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Complaints Policy & Procedure

Little Garden Gate Nursery welcomes all feedback and takes every complaint seriously. This document sets out both our policy commitment and the clear procedure for raising and resolving complaints. It meets the requirements of the EYFS (2024) and Ofsted's expectations for registered childcare settings.

PART 1 — POLICY

1. Policy Statement

Little Garden Gate Nursery is committed to providing high-quality care and education for all children in our care. We recognise that there may be times when parents, carers, or other stakeholders feel that the service has not met their expectations. We welcome all concerns and complaints as a valuable opportunity to listen, reflect, and improve.

Every complaint received by this nursery will be dealt with professionally, promptly, and confidentially. We guarantee that making a complaint will never negatively affect the care a child receives or the relationship between the nursery and the family.

2. Aims

- To ensure all concerns and complaints are taken seriously and treated with respect.
- To resolve complaints at the earliest possible stage.
- To maintain a full written record of all complaints, available for Ofsted inspection.
- To ensure complaints are handled confidentially and without prejudice.
- To use every complaint as an opportunity to review and improve our provision.
- To comply fully with the EYFS (2024) and Ofsted requirements for complaints handling.

3. Scope

This policy applies to all complaints from parents, carers, and members of the public regarding any aspect of the nursery's provision, including but not limited to:

- The quality of care or education provided.
- The conduct or behaviour of a member of staff.
- The nursery's policies, procedures, or decisions.
- The physical environment or safety of the setting.
- Any safeguarding or child welfare concern.

This policy does not apply to matters relating to staff employment grievances, which are dealt with under the nursery's Grievance Procedure.

4. Confidentiality

- All complaints will be handled with complete confidentiality.
- Information will only be shared on a need-to-know basis and in line with our Data Protection Policy.
- The identity of the complainant will not be disclosed without their consent, unless required by law or where a safeguarding concern is involved.
- Staff named in a complaint will be informed in general terms and given a fair opportunity to respond.

5. Record Keeping — Ofsted Requirements

In accordance with the EYFS (2024), the nursery must maintain a written record of all complaints made by parents and carers. This record must be:

- Retained for a minimum of 10 years.
- Made available to Ofsted inspectors on request.
- Inclusive of all formal complaints and their outcomes, regardless of whether they were resolved internally or referred externally.

Ofsted inspectors will ask to see the Complaints Log during inspection. The nursery's Complaints Log is maintained separately and contains full details of each complaint received.

6. Vexatious Complaints

On rare occasions, complaints may be made that are vexatious, malicious, or entirely without foundation. In such cases, the Nursery Manager reserves the right to notify the complainant in writing that no further correspondence will be entered into on that matter. This decision, and the reasons for it, will be recorded in the Complaints Log.

7. Linked Policies

- Safeguarding and Child Protection Policy
- Whistleblowing Policy
- Data Protection & GDPR Policy
- Staff Code of Conduct
- Grievance Policy
- Equality, Diversity & Inclusion Policy

PART 2 — PROCEDURE

All complaints follow a three-stage process. We encourage concerns to be raised and resolved as early as possible. The stages below set out the escalation path if an earlier stage does not provide a satisfactory resolution.

Step 1 — Talk to Us — Informal Resolution

Speak to your child's key person or the Nursery Manager as soon as possible. Most concerns can be resolved quickly through a calm, open conversation. We will listen carefully, take your concern seriously, and aim to resolve it within 24 hours. If your concern is resolved at this stage, a brief note will be made in our concerns record.

Step 2 — Put It in Writing — Formal Complaint

If your concern cannot be resolved informally, you are invited to submit a formal written complaint to the Nursery Manager by letter, email, or using our Complaint Form. • We will acknowledge your complaint in writing within 5 working days. • A full and fair investigation will be carried out. • A written response setting out our findings and any actions taken will be provided within 28 days. • If a response cannot be provided within 28 days, we will contact you to explain why and give a revised timescale. • All formal complaints and responses are recorded in the Complaints Log and retained for at least 10 years.

Step 3 — Contact Ofsted — External Escalation

If you remain dissatisfied after our Stage 2 response, or if you feel your complaint has not been resolved to your satisfaction, you have the right to refer your complaint to Ofsted at any time. Ofsted: 0300 123 1231 Website: www.gov.uk/complain-ofsted Email: enquiries@ofsted.gov.uk You also have the right to contact Ofsted at any stage if you believe a child may be at risk of harm. The nursery will cooperate fully with any Ofsted investigation.

Our Promise to You

- Making a complaint will never affect the care your child receives.
- All complaints are handled confidentially, promptly, and fairly.
- We will always listen, investigate thoroughly, and respond in writing.
- We use every complaint as an opportunity to improve our setting.

Policy Details	
Policy Title	Complaints Policy & Procedure
Applies to	All children, parents/carers, staff, and management
Approved by	Nursery Management Team
Review Date	June 01, 2026
Next Review Due	June 01, 2027
Version	1.0
Signature (Manager)	_____
Date	_____