

Complaints Policy and Procedure

Acorn Nursery



Status: Statutory (Early Years Foundation Stage)

1. Introduction

Acorn Nursery is committed to providing a high standard of care and early learning for every child. We welcome feedback and recognise that, occasionally, parents and carers may have concerns about the service we provide. This policy sets out how we deal with concerns and complaints fairly, promptly, and in line with the Early Years Foundation Stage (EYFS) statutory framework.

This policy applies to complaints from parents, carers, and members of the public about the nursery's provision. It is available on request, and is displayed on our noticeboard/website.

2. What this policy does not cover

The following matters are dealt with under separate policies and should not be raised under this complaints procedure:

- Child protection or safeguarding concerns — these are referred immediately to the Designated Safeguarding Lead and, where appropriate, to children's social care or the police, in line with our Safeguarding Policy.
- Allegations against a member of staff — handled under our Allegations Against Staff/Disciplinary Procedure, with advice from the Local Authority Designated Officer (LADO) where required.
- Staff grievances — handled under our Staff Grievance Policy
- Whistleblowing — handled under our Whistleblowing Policy.

3. Our aims

A good complaints procedure should:

- Encourage early, informal resolution wherever possible.
- Be simple, accessible, and clearly publicised to parents and carers.
- Be handled impartially, without prejudice to the child or family.
- Set realistic timescales and keep complainants informed of progress.
- Respect confidentiality.
- Help us learn and improve our practice.

4. Stage 1 – Informal resolution

Most concerns can be resolved quickly through conversation. Parents and carers are encouraged to raise concerns as soon as possible with their child's key person or the nursery manager. Staff will listen, acknowledge the concern, and try to resolve it on the spot — including, where appropriate, an apology or explanation.

A brief note of the discussion and any agreed action is kept on file. If the matter is resolved informally, no further action is needed.

5. Stage 2 – Formal complaint to the manager

If a concern cannot be resolved informally, or the parent/carer wishes to raise it formally, they should put the complaint in writing (using the complaint form at the end of this policy) and submit it to the nursery manager (or, where the complaint concerns the manager, to the Director of Acorn Manor ltd.

- The complaint will be acknowledged within 3 working days.
- The manager will investigate, which may include speaking to staff, reviewing records, and speaking to the parent/carer to clarify what outcome they are seeking.
- A written outcome will be provided within 28 days of the complaint being received, in line with EYFS requirements. If the investigation cannot be completed in this time, the parent/carer will be told why and given a revised timescale.

6. Stage 3 – Review by Director

If the parent/carer is not satisfied with the outcome of Stage 2, they may ask for the complaint to be reviewed by the Ms Simrita Singh Director of Acorn Manor ltd, provided this request is made in writing within 10 working days of receiving the Stage 2 outcome. Your letter may be handed into the main school office and should be clearly marked "Private and Confidential – For the Attention of Ms Simrita Singh". Alternatively, you may email Ms Singh directly at simritas@oakmanor.brent.sch.uk.

Ms Singh will check that the complaint was investigated thoroughly and fairly, and may speak to the parties involved before confirming, amending, or overturning the original decision. A written response will be given within 28 days of the request being received. This is the final stage of our internal procedure.

7. If the complaint remains unresolved: contacting Ofsted

If, after completing this procedure, the parent/carer believes we are not meeting the EYFS requirements, they have the right to contact Ofsted directly. We will provide this information proactively if a complaint reaches Stage 3.

Ofsted Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231 Email: enquiries@ofsted.gov.uk Online: www.gov.uk/government/organisations/ofsted

Ofsted will not normally investigate a complaint unless the nursery's own procedure has been completed first, except where there is a safeguarding concern, in which case parents/carers should contact Ofsted immediately.

8. Record keeping

We keep a written record of all complaints, including:

- The name of the complainant and the date the complaint was made.
- The nature of the complaint and which EYFS requirement(s), if any, it relates to.
- The action taken and the outcome.

Records are kept confidentially for at least 3 years and made available to Ofsted on request. Complaint records are not shared with anyone outside the setting except where the law requires it (for example, an Ofsted inspection or a safeguarding investigation).

9. Unreasonable or persistent complaints

We take all complaints seriously and will make reasonable allowances for parents/carers who are upset or distressed. However, we do not expect staff to tolerate abusive, threatening, or aggressive behaviour. Where this occurs, we may require future contact to be in writing only, or, in serious cases, ask the individual to leave the premises or restrict access to the setting.

Where a complaint has been fully investigated and a parent/carer repeatedly raises the same issue without new evidence, we will confirm in writing that our procedure has been exhausted and that the matter is now closed, while making clear they may still contact Ofsted if they wish.

10. Publicising this policy

This policy is made available to parents and carers:

- On our website/parent noticeboard.
- On request at any time.

11. Review

This policy is reviewed annually, or sooner if there is a change in legislation, EYFS requirements, or following a complaint that highlights a need for change.



Appendix: Complaint Form

Your name:	
Child's name (if applicable):	
Your relationship to the child:	
Contact telephone/email:	
Date:	

Please describe your complaint:

What action, if any, have you already taken to resolve this?

What outcome are you hoping for?

Signature: _____ Date: _____

For office use: Date received: _____ Acknowledged by: _____ Outcome sent: _____