Complaints Policy

Complaints Policy

Policy Statement
At The Orchard Nursery, we are committed to providing high-quality care and education for all children. We value the views of parents and carers and welcome feedback about our service. We believe that concerns and complaints provide an opportunity to improve our practice and ensure the best possible outcomes for children.
We aim to resolve concerns quickly, fairly and sensitively, ensuring that all complaints are handled confidentially and in accordance with the **Early Years Foundation Stage (EYFS) Statutory Framework**.

Our Commitment
We will:
- Listen carefully to all concerns and complaints.
- Treat everyone with respect and courtesy.
- Investigate complaints fairly, objectively and without prejudice.
- Keep all parties informed throughout the process.
- Maintain confidentiality wherever possible.
- Learn from complaints to improve our practice.
- Ensure no child or family is treated unfairly because they have raised a concern or complaint.

Raising a Concern
Many concerns can be resolved quickly through an informal discussion with your child's Key Person or the Nursery Manager.
We encourage parents and carers to speak to us as soon as possible so that concerns can be addressed before they become more serious.

Formal Complaints Procedure
If a concern cannot be resolved informally, a formal complaint may be made in writing to the Nursery Manager.
The complaint should include:
- The nature of the complaint.
- Any relevant dates or details.
- The names of any individuals involved, where applicable.
- Any supporting information or evidence that may assist with the investigation.

The Nursery Manager will:
- Acknowledge the complaint within **three working days**.
- Investigate the complaint promptly.
- Speak to relevant staff or witnesses where appropriate.
- Review any relevant records.
- Provide a written response outlining the outcome and any actions taken.

We aim to resolve complaints within **28 days**, as required by the EYFS.
A written record will be kept of:
- The complaint.
- The investigation.
- The outcome.
- Any action taken.

Complaint records will be retained in accordance with our record retention procedures and made available to Ofsted upon request.

Complaints Policy

Complaints About the Nursery Manager
If the complaint concerns the Nursery Manager, it should be made directly to the nursery proprietor or senior management within Plymouth CAST, who will investigate the matter independently.

Safeguarding Concerns
Any complaint that raises concerns about a child's welfare or the conduct of a member of staff will be dealt with in accordance with the nursery's Safeguarding and Child Protection Policy.
Where necessary, referrals will be made to Children's Social Care, the Local Authority Designated Officer (LADO), Ofsted or other appropriate agencies.

Ofsted
Parents have the right to contact Ofsted at any time if they believe the nursery is not meeting the requirements of the Early Years Foundation Stage.
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: **0300 123 1231**
Online: https://www.gov.uk/government/organisations/ofsted

Confidentiality
All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the complaint or where there is a legal or safeguarding requirement to do so.

Monitoring and Review
The Nursery Manager will monitor complaints to identify any recurring themes or areas for improvement. Lessons learned from complaints will be used to review policies, procedures, training and practice where appropriate.
This policy will be reviewed annually or sooner if there are changes to legislation or statutory guidance.

Signed on behalf of the nursery.....Emma Middleton.....Date:… August 2026