

## TinyTots Day Nursery Complaints Policy

In line with the Early Years Foundation Stage (EYFS), Ofsted requirements, the Department for Education (DfE) guidance, and the Childcare Act 2006

Policy Name: Complaints Policy and Procedure

Setting: TinyTots Day Nursery

Effective Date: \_\_\_\_\_

Review Date: \_\_\_\_\_

Nursery Owner: Linda Kalis

Nursery Manager: Gina Kalis

Deputy Manager: Zara Domachowski (acting in the Manager's absence)

### Policy Statement

At TinyTots Day Nursery, we value positive relationships with our children, parents, carers, staff, and the wider community. We welcome compliments, comments, concerns, and complaints as opportunities to improve the quality of our service.

We are committed to dealing with all complaints fairly, confidentially, and promptly in accordance with the Early Years Foundation Stage (EYFS), Ofsted requirements, and Department for Education (DfE) guidance.

Parents and carers have the right to raise concerns without fear that this will affect the care or education provided to their child.

### Aim

This policy aims to:

Resolve concerns as quickly as possible.

Ensure all complaints are treated fairly and consistently.

Maintain positive relationships with families.

Improve the quality of our provision through learning from feedback.

Meet statutory requirements set by Ofsted and the EYFS.

Who Can Make a Complaint?

Complaints may be made by:

Parents and carers

Family members

Visitors

Professionals working with the nursery

Members of the public

Complaints may relate to:

Quality of care

Safeguarding

Staff conduct

Health and safety

Communication

Policies and procedures

Administration

Any aspect of the nursery's service

Informal Complaints

Where possible, concerns should first be discussed informally with the child's key person or a member of staff.

Many issues can be resolved quickly through discussion.

If the concern cannot be resolved, it should be referred to the Nursery Manager.

#### Formal Complaints Procedure

##### Stage 1 – Nursery Manager

Formal complaints should be made to:

Gina Kalis

Nursery Manager

The complaint may be made:

In person

By telephone

By email

In writing

The Manager will:

Acknowledge receipt of the complaint.

Investigate all relevant information.

Speak with those involved.

Keep appropriate records.

Respond in writing where appropriate.

TinyTots Day Nursery aims to provide a full response within 7 working days of receiving the complaint.

If additional time is required due to the complexity of the investigation, the complainant will be informed and updated regularly.

## Stage 2 – Deputy Manager

If the complaint concerns the Manager, or if the Manager is unavailable, the complaint should be referred to:

Zara Domachowski

Deputy Manager

The Deputy Manager will undertake the investigation and respond within 7 working days wherever reasonably possible.

## Stage 3 – Nursery Owner

If the complainant remains dissatisfied after the Manager or Deputy Manager has responded, the complaint may be escalated to:

Linda Kalis

Nursery Owner

The Owner will:

Review the complaint independently.

Consider all evidence.

Meet with the complainant if appropriate.

Provide a final written response within 7 working days of receiving the escalation wherever possible.

Complaints About the Owner

If the complaint concerns the Nursery Owner directly, or the complainant remains dissatisfied following the nursery's complaints process, they may contact Ofsted.

Contacting Ofsted

Parents and carers may contact Ofsted at any time if they believe:

The nursery is not meeting the requirements of the EYFS.

Children's welfare is at risk.

The complaint has not been dealt with appropriately.

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231

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

Record Keeping

TinyTots Day Nursery will maintain a written record of all complaints relating to the EYFS requirements, including:

Date received

Nature of the complaint

Investigation undertaken

Outcome

Actions taken

Date the complaint was resolved

These records will be retained in accordance with data protection legislation and made available to Ofsted on request.

Confidentiality

All complaints will be treated confidentially.

Information will only be shared with those who need to know in order to investigate and resolve the matter.

Personal information will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Safeguarding Concerns

If a complaint raises concerns about the safety or welfare of a child:

The nursery's Safeguarding and Child Protection Policy will be followed.

Appropriate agencies may be contacted immediately.

The complaint may be investigated alongside safeguarding procedures.

Protecting children will always take priority over the complaints process.

## Responsibilities

Nursery Manager – Gina Kalis

The Nursery Manager is responsible for:

Receiving complaints.

Investigating concerns fairly and impartially.

Responding within 7 working days wherever possible.

Keeping accurate complaint records.

Identifying improvements arising from complaints.

Reporting serious concerns to the Nursery Owner and Ofsted where required.

Ensuring confidentiality throughout the process.

Deputy Manager – Zara Domachowski

In the Manager's absence, the Deputy Manager will:

Receive and investigate complaints.

Ensure complaints are handled fairly.

Respond within 7 working days wherever possible.

Maintain complaint records.

Escalate concerns to the Nursery Owner where necessary.

Support staff during investigations.

Nursery Owner – Linda Kalis

The Nursery Owner is responsible for:

Overseeing the effectiveness of the complaints procedure.

Reviewing escalated complaints.

Supporting investigations where appropriate.

Ensuring compliance with Ofsted, EYFS, and DfE requirements.

Monitoring trends in complaints to improve nursery practice.

#### Staff Responsibilities

All staff are expected to:

Treat complaints professionally and respectfully.

Listen carefully to parents' concerns.

Attempt to resolve minor concerns promptly.

Refer formal complaints to the Manager or Deputy Manager.

Maintain confidentiality.

Cooperate fully with investigations.

Reflect on complaints to improve practice.

Staff must never dismiss, ignore, or retaliate against anyone making a complaint.

#### Monitoring and Review

This policy will be reviewed:

Annually.

Following changes to legislation.

Following updates to the EYFS or Ofsted guidance.

Following any significant complaint or investigation.

Policy Approval

Nursery Owner: Linda Kalis

Nursery Manager: Gina Kalis

Deputy Manager: Zara Domachowski

Review Date: \_\_\_\_\_

Owner Signature: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Deputy Manager Signature: \_\_\_\_\_

This policy is designed to meet the requirements of the Early Years Foundation Stage (EYFS) statutory framework, the Childcare Act 2006, Ofsted's complaints requirements, and Department for Education (DfE) guidance. It includes a clear escalation process, named points of contact, and a target response time of 7 working days for each stage of the complaints procedure.