Compliments, Comments and Complaints Policy

Setting Manager: Diane Wynne
SENCO: Niki Harman

Our commitment

At St Richard's Nursery, we believe that positive relationships with parents and carers are at the heart of providing the best possible care and education for children.

We pride ourselves on our open-door policy and encourage families to share their thoughts, questions, suggestions and concerns with us at any time.

We aim to provide a welcoming environment where parents feel listened to, respected and confident that their views matter.

We welcome feedback, both positive and constructive, as it helps us reflect on our practice and continually improve the service we provide.

1. Sharing compliments and feedback

We love hearing when families are happy with their child's experiences at nursery.

Parents and carers are welcome to share compliments, suggestions or feedback verbally, by email or in writing.

We value all feedback and use it to recognise good practice and identify opportunities to improve.

2. Raising a concern informally

We understand that parents may occasionally have a concern or feel unhappy about something.

In the first instance, we encourage parents to speak directly to their child's key person or another member of the nursery team.

Most concerns can be resolved quickly through an open and friendly conversation.

If the matter cannot be resolved informally, or parents would prefer to speak to someone else, they can contact the Setting Manager, Diane Wynne.

We will always aim to listen carefully, understand the concern and work together towards a positive resolution.

3. Making a formal complaint

If a concern cannot be resolved informally, parents and carers may make a formal complaint.

Complaints can be made verbally or in writing to the Setting Manager, Diane Wynne.

To help us investigate thoroughly, it is helpful if parents include:

- Their name and contact details.
- Their child's name.
- A clear description of the concern.
- Relevant dates or details.
- What they would like us to do to resolve the matter.

We will:

1. Acknowledge the complaint and explain how it will be handled.
2. Investigate the matter fairly and sensitively.
3. Speak to relevant members of staff and consider any available information.
4. Keep a written record of the complaint and the investigation.
5. Provide a response explaining our findings and any action taken or proposed.

Written complaints relating to our fulfilment of the Early Years Foundation Stage (EYFS) requirements will be investigated, and parents will be informed of the outcome within **28 days of receiving the complaint**.

We will treat all complaints seriously and handle them confidentially.

4. If you are unhappy with the outcome

If parents remain concerned about whether the nursery is meeting its registration requirements, they can contact Ofsted.

Ofsted regulates early years providers in England and can consider concerns about whether a setting is meeting its statutory requirements.

Ofsted cannot resolve individual contractual or fee disputes between parents and providers.

Ofsted contact details:

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Website: https://www.gov.uk/complain-about-childcare

5. Safeguarding concerns

The safety and wellbeing of children is our highest priority.

If a parent has a concern that a child may be at risk of harm, this should be raised immediately with the Setting Manager or the appropriate safeguarding authority.

Concerns about a child's safety will always be dealt with in accordance with our Safeguarding and Child Protection Policy and relevant local safeguarding procedures.

If a child is in immediate danger, contact the emergency services on 999.

6. Recording and monitoring complaints

All formal complaints, together with the investigation, outcome and any action taken, will be recorded in writing.

Records will be kept securely and confidentially, with access restricted to appropriate members of staff.

Complaint records will be made available to Ofsted on request.

We regularly reflect on feedback and complaints to identify any changes or improvements that may benefit children, families and staff.

7. Our promise to families

At St Richard's Nursery, we want every family to feel welcome, respected and confident in the care their child receives.

We will always aim to:

- Listen without judgement.
- Treat every concern seriously.
- Respond promptly and fairly.
- Maintain confidentiality.
- Work positively with parents to resolve difficulties.
- Learn from feedback and improve our practice.

We believe that working together with families creates the strongest foundation for happy, confident and thriving children.

Setting Manager: Diane Wynne

Date for review: April 2027