



OPERATIONAL PLAN STANDARD 12 – PARTNERSHIP WITH PARENTS

Supporting Documentation S12.1 Complaints Policy and Procedure

Policy Statement:

At Kaleidoscope nursery, we are committed to providing the highest standards of care and education for all children and building positive relationships with parents, carers, and the wider community. We recognise that there may be occasions when parents/carers have concerns or complaints about our service. This policy outlines our approach to managing complaints in a clear, transparent, and timely manner, ensuring that all concerns are treated seriously and resolved effectively.

This policy complies with the *Early Years Foundation Stage (EYFS)* statutory framework and other relevant regulations, including the *Childcare Act 2006*.

1. Aims of the Policy

- To ensure that complaints are handled in a fair, transparent, and timely manner.
- To provide a clear process for parents/carers to raise concerns or complaints and for the setting to respond effectively.
- To address and resolve complaints promptly to the satisfaction of all parties, where possible.
- To learn from complaints and feedback to improve the quality of care and service provided.
- To comply with the legal requirements for managing complaints as set out in the EYFS framework.

2. Informal Complaints Process

Raising Concerns

- We encourage parents/carers to raise any concerns or minor issues informally with their child's key person or a member of staff as soon as possible. This allows for immediate clarification or resolution of the issue before it becomes a formal complaint.
- Staff will listen to parents/carers' concerns and seek to resolve any issues quickly and effectively. This may involve an informal discussion, making adjustments, or providing additional information.

When to Escalate a Concern

- If the issue cannot be resolved informally or if the parent/carer feels that the concern has not been addressed satisfactorily, the issue may be escalated to a formal complaint.

3. Formal Complaints Procedure

Stage 1: Submitting a Formal Complaint

- A formal complaint can be made via email to the Management team. Parents/carers should use the provided form (see Appendix), or if they prefer, they can write an email including the following details:
 - The nature of the complaint.
 - Relevant dates, times, and people involved.
 - Any specific concerns or desired outcomes.



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Stage 2: Investigation and Response

- Upon receiving a formal complaint, the Management team will:
 - Acknowledge receipt of the complaint within 2 working days.
 - Investigate the complaint thoroughly, which may involve meeting with the parent/carer, discussing the issue with relevant staff members, and reviewing any relevant documentation.
 - Provide a written response outlining the findings, any actions taken, and the outcome of the investigation within 28 days of the complaint being received.
 - If the investigation takes longer than 28 days, the parent/carer will be informed of the reasons for the delay and given a revised timeline.
 - The parent/carer and the nursery should try and resolve the situation together for the benefit of all parties involved.

Stage 3: Escalation to Ofsted

- If the parent/carer is not satisfied with the outcome of the internal complaints process, they have the right to escalate the complaint to Ofsted (the Office for Standards in Education, Children's Services, and Skills), the regulatory body for Early Years settings. Ofsted can be contacted at:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk
- Parents/carers may contact Ofsted at any point during the complaints process if they feel their concern has not been adequately addressed.

4. Record Keeping

Complaints Log

- All formal complaints will be recorded in a Complaints Log and kept for three years from the date of resolution and available to Ofsted or other relevant authorities on request. This log is kept confidential in line with Data Protection policies, and will include:
 - The date of the complaint.
 - The nature of the complaint.
 - The investigation process.
 - The outcome and any actions taken.
 - The date the complaint was resolved or escalated.
 - Any other relevant information to support the nursery's viewpoint.



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5. Learning from Complaints

Improving Practice

- We believe that complaints provide valuable feedback and an opportunity for reflection and improvement. After resolving a complaint, we will review our practices and procedures to identify any changes that may be needed to improve the quality of our service.
- If appropriate, staff training or adjustments to policies and procedures will be implemented to prevent similar issues from arising in the future.

6. Confidentiality

Ensuring Confidentiality

- All complaints will be handled confidentially. Information about the complaint will only be shared with those who need to know in order to investigate and resolve the issue. Parents/carers can be assured that their concerns will be treated sensitively and with respect.

Cross-Reference with: S4.1 Confidentiality Policy and Procedure S4.2 Data and Information Sharing and Record Keeping Policy S11.1 Behaviour Management Policy and Procedure S12.2 Partnership with Parents Appendix - Complaints Log	Date of Review: 01.11.25 Next Review Due: 01.11.26 Approved by: KMT
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