Complaints and Compliments Policy

Purpose

At *Early Explorers*, we are committed to providing the highest quality of care and education for all children and families. We believe all parents, carers, and visitors should be treated with care, courtesy, and respect at all times.

We actively encourage feedback — whether compliments, concerns, or suggestions — as part of our ongoing commitment to improvement, safeguarding, and partnership with parents.

This policy applies to all staff, parents, carers, visitors, and external stakeholders, and reflects the requirements of the **Statutory Framework for the Early Years Foundation Stage (EYFS 2024)** and **Ofsted guidelines**.

Compliments

We welcome expressions of appreciation for the work of our team. Compliments may be given verbally, in writing, or via surveys.

- All compliments are recorded and shared with staff.
- Feedback is used to promote good practice and morale across the setting.

Suggestions

Parents and carers are encouraged to share suggestions for improvements at any time.

- Suggestions may be made verbally, in writing, or by email.
- The Manager or Deputy will review all suggestions and respond where appropriate.

Complaints

We recognise that, despite best efforts, concerns or complaints may arise. All concerns will be taken seriously and handled professionally, promptly, and fairly.

Where a complaint relates to **child protection or safeguarding**, our **Safeguarding and Child Protection Policy** will be followed immediately.

Complaints Procedure

Stage 1 – Informal Discussion

If a parent/carer has a concern or query:

1. Speak to the child's **Key Person**, **Room Leader**, or another senior staff member.
2. If unresolved, speak directly to the **Manager or Deputy Manager**.

Most concerns are resolved at this stage.

Stage 2 – Formal Written Complaint

If the issue is not resolved:

1. Submit a written complaint to the **Manager** (email or letter).
2. The Manager will acknowledge receipt within **3 working days**.
3. An investigation will be carried out in line with EYFS requirements.
4. A written response will be provided within **28 working days** of receipt.
5. The complaint, actions taken, and outcome will be recorded in the **Complaints Log**.

Stage 3 – Formal Meeting

If the matter is still unresolved:

1. A meeting will be arranged between the **Manager**, the **parent/carer**, and a **Senior Staff Member** (or Company Director if applicable).
2. A record of the meeting, agreed actions, and outcomes will be signed by all parties and a copy given to the parent/carer.
3. This stage represents the conclusion of the internal process.

Stage 4 – External Escalation (Ofsted)

If still dissatisfied, parents/carers may contact **Ofsted** at any time, including during the earlier stages of the procedure:

- **Email:** enquiries@ofsted.gov.uk
- **Telephone:** 0300 123 4666
- **Online:** Ofsted Complaints Process

Ofsted will investigate complaints that suggest we may not be meeting EYFS or registration requirements. They may conduct a visit and/or inspection.

Record Keeping & Confidentiality

- The Complaints Log will include:
  - Name of complainant
  - Nature of complaint
  - Date and time received
  - Actions taken
  - Outcome of investigation
  - Date of response to complainant
- Records will be stored securely and confidentially, accessible only to relevant parties and Ofsted inspectors.
- Parents/carers may request to view complaint records relating to their own child.

Additional Information

- Parents/carers will be informed when the nursery is due for inspection.
- Following inspection, a copy of the report will be shared with parents/carers whose children attend regularly.
- Visitors to the setting may also use this policy to raise compliments or complaints.

This policy was adopted on	Signed on behalf of the nursery	Date for review
Aug 2025	Early Explorers Day Nursery	*Aug 2027*