

Complaints and Compliments Policy

At The Orchard Day Nursery Kingston we are committed to providing the highest standards of care, education and safeguarding for every child. We value the views of children, parents, carers, staff and visitors and recognise that open communication is fundamental to building positive relationships and continually improving the quality of our provision.

We actively encourage feedback and welcome compliments, suggestions, concerns and complaints as valuable opportunities to reflect on our practice, celebrate success and identify areas for improvement. We are committed to dealing with all concerns fairly, promptly, respectfully and confidentially, ensuring that every individual feels listened to and treated with dignity.

We understand that most concerns can be resolved quickly through open discussion. However, where concerns cannot be resolved informally, we operate a clear and transparent complaints procedure which meets the requirements of the Early Years Foundation Stage (EYFS).

This policy should be read alongside our Safeguarding and Child Protection Policy, Whistleblowing Policy, Staff Code of Conduct, Behaviour Management Policy and Data Protection Policy.

Our Commitment

We will:

- encourage parents to raise concerns at the earliest opportunity
- listen without judgement and seek to understand concerns fully
- investigate complaints thoroughly, fairly and impartially
- keep complainants informed throughout the process
- maintain confidentiality wherever possible
- identify any learning arising from complaints to improve practice
- ensure that no parent or child is treated less favourably because they have raised a concern or complaint.

Complaints relating to safeguarding or allegations against staff will be managed immediately in accordance with our Safeguarding and Child Protection Policy and, where appropriate, the Allegations Against Adults procedures.

Compliments

We are equally keen to hear when families feel we have provided excellent care or support. Compliments are shared with individual staff members and the wider team, celebrated during staff meetings and supervision sessions and used to recognise good practice. Positive feedback also contributes to our ongoing self-evaluation and quality improvement processes.

Concerns

Many concerns can be resolved quickly through informal discussion. Parents are encouraged to speak with:

- their child's Key Person
- the Room Leader
- the Deputy Manager
- the Nursery Manager.

Where appropriate, staff will seek to resolve concerns immediately through discussion, clarification or agreed actions. A brief written record may be kept where appropriate to support continuity and monitor any agreed actions.

Formal Complaints Procedure

Where a concern cannot be resolved informally, parents may make a formal complaint either verbally or in writing.

The Nursery Manager will ensure the complaint is recorded promptly and investigated thoroughly.

Stage One - Investigation

The Nursery Manager (or nominated senior leader where appropriate) will:

- acknowledge receipt of the complaint as soon as reasonably practicable
- clarify the details of the complaint if required
- investigate fairly by speaking to relevant staff and reviewing documentation where appropriate
- keep the complainant informed throughout the investigation
- maintain confidentiality throughout the process.

A written response will normally be provided within **28 days**, as required by the EYFS. Where investigations are particularly complex and require additional time, parents will be informed of the reasons for the delay and provided with regular updates.

The written response will include:

- a summary of the complaint
- how the complaint was investigated
- findings
- any actions taken
- any improvements identified
- information regarding any further stage of the procedure.

Stage Two - Review Meeting

If the complainant remains dissatisfied, they may request a meeting with the Nursery Manager and, where appropriate another senior representative.

The purpose of this meeting is to:

- review the complaint
- consider any additional information
- discuss possible resolutions
- agree any further actions where appropriate.

Minutes of the meeting will be recorded and shared with all parties.

Stage Three – External Agencies

Parents have the right to contact Ofsted at any stage if they believe the nursery is not meeting the requirements of its registration or if they remain dissatisfied with the outcome of the nursery's complaints procedure.

Where appropriate, parents may also contact other relevant agencies, including the Local Authority, Environmental Health or the Information Commissioner's Office (ICO), depending on the nature of the complaint.

Safeguarding Concerns

Any complaint relating to:

- the safety or welfare of a child
- allegations against a member of staff
- abuse or neglect
- inappropriate professional conduct
- unsafe practice

Will not follow the standard complaints procedure.

These concerns will be managed immediately in accordance with our Safeguarding and Child Protection Policy. Where required, referrals will be made without delay to Children's Social Care, the Local Authority Designated Officer (LADO), Ofsted and/or the Police.

The welfare of the child will always remain our paramount consideration.

Recording Complaints

The Nursery Manager will maintain a confidential Complaints Record which includes:

- the complainant's name
- date received
- nature of the complaint
- how the complaint was investigated
- actions taken
- outcomes
- date the complaint was resolved
- any recommendations or changes to practice.

Records will be retained in accordance with our Data Protection Policy and Record Retention Schedule.

All complaints relating to the EYFS requirements will be made available to Ofsted upon request.

Parents may request information about complaints relating to the fulfilment of the EYFS requirements. Any information shared will protect the confidentiality of children, families and staff in accordance with data protection legislation.

Learning from Complaints

Complaints are viewed as an opportunity to strengthen our practice.

Following each complaint, the management team will consider whether any improvements are required, including:

- reviewing policies or procedures
- updating risk assessments
- providing additional staff training
- improving communication with families
- strengthening safeguarding arrangements
- making changes to the learning environment or daily practice.

Where learning has been identified, this will be incorporated into our Quality Improvement Plan and shared appropriately with staff.

Confidentiality

All complaints will be managed sensitively and confidentially.

Information will only be shared with those who need to know in order to investigate and resolve the matter. All records will be stored securely in accordance with UK GDPR and the Data Protection Act 2018.

Monitoring and Review

The Nursery Manager will regularly review compliments, concerns and complaints to identify patterns, recurring themes or emerging risks. This information will contribute to the nursery's self-evaluation, safeguarding monitoring and continuous quality improvement.

This policy will be reviewed annually or sooner following changes to legislation, updates to the EYFS or Ofsted requirements, or following any significant complaint or safeguarding incident.

Contacting Ofsted

Parents and carers have the right to contact Ofsted at any stage if they have concerns about the care provided or believe the nursery is not meeting the requirements of its registration.

Ofsted

Telephone: **03001231231**

Website: www.gov.uk/ofsted

The nursery will notify parents when an Ofsted inspection is due to take place where appropriate and will make the inspection report readily available to all families following publication.

For more information about Ofsted's role see:

<https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>06/08/2026</i>	F.Joyce	<i>December 2026</i>