



Complaints and Compliments Policy

At Clayesmore Nursery we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding children and child protection policy.

Please also see our website for Clayesmore School's Complaint Policy.

Internal Complaints Procedure

Most concerns can be resolved quickly and informally by speaking to a member of staff. However, if this is not possible, the following formal complaints procedure should be followed.

Stage 1: Informal Resolution

- Parents are encouraged to discuss any concerns with their child's key person or another appropriate member of staff.
- The staff member will listen carefully, take the concern seriously and attempt to resolve the issue promptly.

- Many issues can be resolved at this stage through open communication and cooperation.

Stage 2: Formal Complaint

- If the concern is not resolved informally, parents should submit their complaint in writing to the nursery manager.
- The complaint should include details of the concern, dates, times, and any relevant information.
- The nursery manager will acknowledge receipt of the complaint within **3 working days**.
- A full investigation will be carried out, and a written response will be provided within **28 days**, outlining findings and any actions taken.
- All complaints and outcomes will be recorded and kept on file.

Stage 3: Appeal / Escalation

- If parents are dissatisfied with the outcome, they may request a review by the Head of Nurseries, Inspired Learning Group and the Head of Clayesmore School.
- The review will be completed, and a final written response will be issued.

External Complaints

- Parents have the right to raise concerns directly with **Ofsted** at any stage.
- Ofsted can be contacted at:
Telephone: 0300 123 1231
Website: www.gov.uk/ofsted
- The nursery will cooperate fully with any external investigation.

Record Keeping

- All complaints, whether resolved informally or formally, will be recorded.
- Records will include the nature of the complaint, actions taken, and the outcome.
- Complaints records will be retained in line with regulatory requirements and made available to Ofsted upon request.

Compliments

- Compliments are welcomed and valued.
- All compliments are recorded and shared with staff to support morale and continuous improvement.