



# CONCERNS AND COMPLAINTS POLICY

EYFS: 3.75, 3.76

For the purpose of this document the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.

The difference between a concern and a complaint:

A 'concern' may be treated as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'

A complaint may be generally recognised as 'an expression or statement of dissatisfaction however made, about actions taken or a lack of action'

Department for Education

At **Little Learners**, we strive to provide the highest quality of care and education for our children and families and believe that all families must be 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 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. Any 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 immediately able to resolve a concern. Where any concern or complaint relates to Safeguarding/child protection, we follow our Safeguarding Policy.

## Internal complaints procedure

### Stage 1

If any parent should have cause for concern or any queries regarding the care or early education provided by the nursery, they should in the first instance take it up with the child's key person. If the matter is not resolved, we ask them to then discuss it verbally with the Manager or Deputy Manager.

### Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Manager. The Manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 10 working days. The complaint/query will be fully documented in the complaints log book, detailing the complaint, the actions taken and the outcome.

**(Most complaints are usually resolved informally at stage 1 or 2)**

### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the Manager, parent(s) and another staff member to ensure that it is dealt with comprehensively. The parent(s) may bring a support person, e.g. a friend or relative to the meeting. The discussions within the meeting and any actions arising will be documented. All parties present at the meeting will review the accuracy of the written record, sign to confirm its accuracy and receive a copy. This will signify the conclusion of the procedure. If this meeting does not resolve the matter, it may be necessary to involve an external and independent mediator (agreed on by all parties) and hold a second meeting.

### **Stage 4**

If the matter cannot be resolved during the Stage 3 meeting, parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, either anonymously or otherwise, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registration and regulatory authority for nurseries in England and it will investigate all complaints which suggest a provider may not be meeting the requirements of the nursery's registration. It will risk assess all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not being or have not been met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231**

By post:  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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.

### **Complaints made on social media**

At Little Learners, we are aware that many parents use social media as a way to share information. We remind parents that complaints made about a setting, staff member or child can be destabilising for the community and for the professional status of staff members who may have had allegations made against them. It can also have a negative emotional impact on the children or staff members who have been identified, especially prior to an investigation taking place.

We would encourage parents to use the official complaints procedure detailed in this document, rather than using social media, to avoid such situations.

### **Complaints regarding the delivery of Free Early Education**

If you wish to complain about the way the free early education and childcare place is being delivered, please let us know, first by informal discussion and then if necessary via our complaints procedure detailed in this document.

If you are not satisfied with the outcome, contact the Kent Children and Families Information Service (CFIS) as follows:

Call 03000 41 23 23 (lines open Monday to Friday 9am to 5pm – not including bank holidays)

Email: [kentcfis@theeducationpeople.org](mailto:kentcfis@theeducationpeople.org)

PLEASE ONLY CONTACT KENT CFIS IF YOUR CONCERN OR COMPLAINT IS REGARDING THE DELIVERY OF FREE EARLY EDUCATION AT LITTLE LEARNERS. ALL OTHER COMPLAINTS MUST BE DEALT WITH USING THE PROCEDURES OUTLINED IN THIS DOCUMENT.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>19<sup>th</sup> April 2024</i>		<i>19<sup>th</sup> April 2025</i>