# Complaints Procedure for Parents/Carers and Service Users

Clopton Nursery aims to provide a high-quality service and welcomes feedback from parents/carers and other service users. We will deal with concerns fairly, respectfully and as quickly as possible.

Parents/Carers

- If a parent/carer has a concern about any aspect of their child's care or the service provided, they should first speak to their child's key person. The key person will listen and provide an explanation.
- If the parent/carer is unhappy with the response, or the complaint concerns the key person or another member of staff, they should speak to the Nursery Manager. Complaints can be made verbally or in writing. Verbal complaints will be recorded by the manager.
- The Nursery Manager will investigate the complaint and provide a response within 28 days.
- If the complaint is about the Nursery Manager, or the parent/carer remains dissatisfied, the complaint can be referred to the Trustees for further investigation.
- The outcome of the investigation will be provided within a further 14 days, where possible.
- Where a complaint relates to a safeguarding concern or an allegation of serious harm to a child by a member of staff, volunteer or agency worker, the nursery's Safeguarding and Allegations Against Staff Procedure will be followed.

**Complaining to Ofsted**

Parents/carers have the right to contact Ofsted if they believe their complaint has not been resolved or that the nursery is not meeting the EYFS requirements.

Ofsted can be contacted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

The nursery will cooperate fully with any investigation by Ofsted and provide relevant records when requested.

**Complaints from Other Services**

- Formal complaints from other agencies or professionals should be made to the Nursery Manager, preferably in writing.
- The complaint will be acknowledged within 10 days.
- The manager will investigate the complaint and aim to meet with the complainant within 28 days.
- If the matter cannot be resolved, the complaint can be referred to the Trustees.
- The complainant may appeal the outcome if they remain dissatisfied.

**Recording and Reviewing Complaints**

- Clopton Nursery keeps a record of formal complaints and makes these available to Ofsted when required.
- Complaint records are kept confidential and retained for at least 3 years.
- Where a complaint is upheld, the Trustees will review the matter and identify any improvements needed to the nursery's practice or procedures.
- Complaints and their outcomes are used to help improve the quality of care and service provided.

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| This policy was adopted by | Clopton Nursery Trust | *(name of provider)* |
| On | 08/09/2026 | *(date)* |
| Date to be reviewed | 08/09/2027 | *(date)* |