



## 10.10 Making a Complaint

### 1) Purpose

Children and parents are entitled to courtesy and prompt, careful attention. The nursery welcomes suggestions and concerns and aims to resolve complaints fairly, promptly and thoroughly.

### 2) Main rule / nursery commitment

- A written record is kept of complaints that reach stage 2 and above and their outcomes. This is available to parents and Ofsted on request.

### 3) Complaint stages

- Stage 1 - Informal: the parent raises the concern with the manager. Most concerns should be resolved at this stage. The issue and resolution are recorded in the child's file.
- Stage 2 - Written complaint: if unresolved or repeated, the complaint is put in writing (or recorded on a template by the manager and signed by the parent). Records are stored in the child's file or a separate investigation file. The manager meets the parent once the investigation is complete and provides the outcome within 28 days. Summative points are recorded in the complaint investigation record.
- Stage 3 - Review meeting: if the parent remains unhappy, a meeting is held with the manager and owner. A signed written record of discussion and agreed action is made and copied to all parties.
- Stage 4 - Mediation: if no agreement is reached, an external mediator acceptable to both sides may be invited. The mediator keeps records and all discussions remain confidential.
- Stage 5 - Final meeting: a final meeting considers the mediator's advice and agrees action. A signed record confirms the procedure has concluded.

### 4) Reporting / recording

- Parents may contact Ofsted at any stage, especially where there may be a breach of registration requirements. Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD. Telephone: 0300 123 1231.
- If a child appears to be at risk, local safeguarding procedures are followed and the nursery works with Ofsted or safeguarding partners as needed.
- A record of complaints is kept for at least 3 years, including the date, circumstances and how the complaint was managed. The complaint investigation record is available to parents and Ofsted on request.

### 5) Policy details

- Provider: Aspire Day Nursery Ltd
- Adopted: May 2015
- Date last reviewed March 2026
- Signed by: C Moxon
- Name of signatory: Christine Moxon
- Role: Manager