

Complaints Policy & Procedure



Policy Compliance Statement

This Complaints Policy is written in accordance with the requirements of the Early Years Foundation Stage (EYFS) 2025 statutory framework, current Ofsted guidance, and UK data and safeguarding regulations. It outlines a clear, fair, and transparent process for handling concerns and complaints from parents and carers. It also aligns with our Whistleblowing Policy, Safeguarding Policy, and other related procedures.

Policy Statement

At Goldilocks Nursery, we operate an open-door policy, welcoming parents and carers to engage with us at any time. We promote a culture of accountability, transparency, and inclusivity, recognising that clear communication is the foundation of mutual trust.

We aim to provide a safe, inclusive, and high-quality environment for every child. Complaints are welcomed as opportunities to improve our service, strengthen parental partnerships, and uphold our commitment to meeting every child's needs especially those who are vulnerable or disadvantaged.

Purpose of This Policy

This policy sets out how complaints can be made and escalated in a confidential, fair, and effective manner. It also outlines how we:

- Handle complaints professionally and respectfully;
- Record and respond to all formal complaints within 28 days;
- Refer relevant complaints to external safeguarding bodies (e.g., Ofsted, LADO);
- Make complaint records available to Ofsted upon request.

Where the complainant is a member of staff, they should refer instead to the nursery's Grievance or Whistleblowing Policy.

Escalation Procedure

Stage I: Informal Resolution

In the first instance, we encourage parents/carers to raise any concerns directly with the staff member responsible for their child (e.g., key person or room leader). Most concerns can be addressed quickly and informally at this stage.

Stage II: Formal Complaint to Nursery Manager

If unresolved, or if the outcome is unsatisfactory, parents/carers may submit a formal complaint in writing or by email to the Nursery Manager at: folkstone@goldilocksnurseries.co.uk

The manager will:

- Acknowledge receipt of the complaint;

- Log the complaint in our formal complaints register;
- Investigate the issue promptly;
- Provide a written response within 14 working days, and fully resolve the complaint within 28 calendar days, in line with EYFS 2025.

All formal complaints are documented, including:

- Complainant's name and contact information;
- Date and time received;
- Nature of the complaint;
- Action taken and outcome;
- Date of final written response.

Records are stored securely and are made available to Ofsted upon request.

Stage III: Escalation to the Nursery Director

If a parent/carer remains dissatisfied, they may escalate the complaint to the Director:

Mrs Jamelia (Cemaliye) Osman
Goldilocks Nursery, Hollington Place, Ashford, TN24 8UN
jamelia@goldilocksnurseries.co.uk

The Director will:

- Acknowledge the complaint;
- Arrange a formal meeting with the complainant;
- Document agreed minutes of the meeting (signed by all parties);
- Conduct a further review if needed;
- Issue a written outcome.

Where appropriate, an internal investigation may be carried out with a written report shared with the parent/carer and any relevant third parties.

Stage IV: Escalation to Ofsted

Parents/carers can contact Ofsted at any time, particularly if the complaint relates to:

- The welfare, safety or rights of a child;
- Breach of EYFS legal requirements;
- Failure to comply with registration conditions.

Ofsted does not mediate individual disputes but will investigate breaches of standards. Complaints can be submitted via:

0300 123 1231
enquiries@ofsted.gov.uk
<https://www.gov.uk/government/organisations/ofsted>
Piccadilly Gate, Store Street, Manchester, M1 2WD

Complaints About Ofsted

If you are dissatisfied with the way an Ofsted inspection or inspector has handled your case, you may:

1. Follow Ofsted's internal complaints process;
2. If still dissatisfied, escalate to the Independent Complaints Adjudication Service for Ofsted (ICASO).

More information: <https://www.gov.uk/government/publications/complaints-about-ofsted>

Safeguarding-Related Complaints

Where a complaint raises concerns related to:

- Alleged abuse or harm;
- Unsafe recruitment;
- Failure to follow safeguarding procedures;
- Serious unexplained absences or injuries;

...we may:

- Immediately refer the matter to the Local Authority Designated Officer (LADO) or other safeguarding bodies;
- Notify Ofsted as a regulatory requirement;
- Inform the parent/carer that a referral has been made (unless doing so would compromise a safeguarding investigation).

Confidentiality and Data Protection

All personal details relating to complaints are handled in accordance with the UK GDPR and our Privacy Notice. Complaints are stored confidentially and only accessible to relevant parties and regulatory authorities. Unresolved data protection complaints can be escalated to the Information Commissioner's Office (ICO):

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
<https://ico.org.uk>

Staff Training

All nursery staff:

- Are trained on this policy during induction and through annual refreshers;
- Are aware of how to respond professionally to all concerns or complaints;
- Understand their responsibilities under EYFS 2025, safeguarding law, and data protection legislation.

Review Cycle

This policy is reviewed annually and sooner if:

- Guidance from Ofsted or the Department for Education changes;
- A significant incident prompts policy revision;
- A pattern of complaints suggests the need for improvement.