

Nursery Complaints Procedure



GLEBE HOUSE
SCHOOL & NURSERY
HUNSTANTON

*This policy was updated in September 2025.
Review is due for the beginning of September 2026.
All changes from previous documents and sections have been highlighted yellow.*

Contents

Change Log – for 2025/2026	4
1.10 Making a complaint	5
Policy statement	5
Procedures	5
Making a complaint	5
Stage 1	5
Stage 2	5
Stage 3	6
Stage 4	6
Stage 5	6
The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Partnership	6
Records	7

This policy initiated - MD, ABS
Policy written by - MD, ABS
Policy to be updated on an annual basis.
 (Delete if not applicable) ***This policy is currently under review***

Change Log – for 2025/2026

This is a new format for 2025/2026

1.10 Making a complaint

Policy statement

Glebe House School believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. Parents/carers are signposted to our policies via newsletters and our welcome packs so they are fully aware of how to make a complaint if they wish to by knowing where to access this policy either via our website or asking for a hard copy.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
-----------------------	-------------------------------	------------------------------	---------------------------------

Procedures

- All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond and their outcome, this is kept in the Nursery/School Office. This is to be made available to parents as well as to Ofsted/ISI inspectors on request. A procedure is set out in the guidance produced by Norfolk County Council based on Ofsted Daycare and Childminding: Guidance to the National Standards – October 2005 and updated in line with the EYFS . https://dera.ioe.ac.uk/5458/1/dcandc_guide_ns.pdf
- Current EYFS
 - https://assets.publishing.service.gov.uk/media/657aed70095987000d95e0e6/EYFS_statutory_framework_for_group_and_school_based_providers.pdf

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting leader
- A confidential area to discuss concerns will be offered to the parent
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting leader and Head or chair of the governing body.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication (link seen above); the form may be completed with the person in charge and signed by the parent.

- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting leader or Head meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record in either the Nursery/School Office and are available for the necessary authorities to read.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the appropriate member of the school Senior Leadership Team. The parent may have a friend or partner present if required and the leader should have the support of the Head or chairperson of the governing body present, or another colleague from within the setting.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting leader and Head/chair of the governing body) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and Head/chair of the governing body is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Partnership.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a

duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

- The number to call Ofsted with regard to a complaint is:
 - 0300 123 1231/0300 1234 666 or ISI – 02076000100, but you can also register complaints on line <https://contact.ofsted.gov.uk/online-complaints> or via email to complaints@isi.net
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Norfolk Safeguarding Children Partnership in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Norfolk Safeguarding Children Partnership to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.
- The record of complaints should be kept for at least 3 years