St John's Pre-school Nursery
Complaints procedure

Statement of intent

St John's Pre-school Nursery 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 Nursery and will give prompt and serious attention to any concerns about the running of the Nursery. 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.

Aim

To bring all concerns about the running of our Nursery to a satisfactory conclusion for all parties involved.

Methods

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

Making a complaint – informally:

Stage 1

- Any parent who has a concern about an aspect of the Nursery's provision talks over, first of all, his/her worries and anxieties with the Manager.
- If the complaint is related to the Manager, then the concern will be dealt with by the Chair of the Trustees.
- Most complaints can be resolved amicably and informally at this stage, and appropriate action taken. No written record *needs* to be kept of these conversations.

Formally:

Stage 2

We are required to investigate all complaints **made in writing** (including email), where these relate to one or more of the National Standards. It is then mandatory to investigate the complaint, take any necessary action and tell the parent the outcome of the findings, within 28 days. Either the Nursery Manager or the Chair of the Trustees may inform the parent of the findings.

- The setting stores written complaints from parents in the child's operation file, evidence folder. 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.

- A template Complaints Record is available and kept in the Operational Plan (taken from the Revisions to the Guidance Oct 05); the form may be completed with the Manager and signed by the parent, if the parent is not comfortable with making written complaints.
- The Complaints Record has a section for writing the outcome of the findings. Whether the copy of the Record is shown to the parent is at the discretion of the Manager or Chair of Trustees.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the Chair of the Board of Trustees. The parent may have a friend or partner present if required.

- An agreed written record of the discussion is made as well as any decision or action to take as a result, using the Complaints Record. All 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 Record and filed.

Stage 4

If at the stage 3 meeting the parent and Nursery 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 discussion confidential. S/he can hold separate meetings with the Nursery personnel (Manager and Chair of the Board of Trustees) 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 Manager and the Chair of the Board of Trustees 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 Board.

- Parents may approach Ofsted directly at **any** stage of this complaints procedure. In addition, where there seems to be a possible breach of the Nursery'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 adhered to.

- The address and telephone number of Ofsted is:

  Ofsted
  Piccadilly Gate
  Store Street
  Manchester
  M1 2WD

  Tel 0300 123 1231

- These details as well as the Ofsted poster are displayed on our Nursery's notice board.
- If a child appears to be at risk, our Nursery policy follows the procedures of the Hull Safeguarding Children's Partnership.
- In these cases, both the parent and Nursery are informed and the Manager works with Ofsted or the Hull Safeguarding Children's Partnership to ensure a proper investigation of the complaint, followed by appropriate action.
- A record of complaints in relation to the Nursery, or the children or the adults working at the Nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at a meeting of St John's Pre-school Nursery

Held on (date)	29 January 2026
Signed on behalf of the Board of Trustees	
Role of signatory	Chair
Review date	January 2028