

Complaints, Grievances and Compliments

Policy Statement

At The World Outside Kindergarten, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We aim to provide exceptional care and maintain strong, transparent relationships with parents and stakeholders. Our Complaints and Grievances Policy complies with the revised Early Years Foundation Stage (EYFS, September 2025), emphasising respectful, timely, and confidential management of concerns.

We actively encourage parents to voice appreciation to the staff concerned, and compliments are recorded and shared. We also welcome any suggestions from parents on how we can improve our service.

Open Communication

- We promote open, respectful communication between staff and parents.
- Feedback, concerns, and complaints can be raised in person, via email, or in writing.
- All concerns are taken seriously and contribute to our continuous improvement process.

Complaints Procedure

Stage 1 – Informal Resolution

- Parents should initially raise any concern with their child's key person or room leader.

Stage 2 – Formal Complaint

- If unresolved, the concern should be submitted in writing to the nursery manager.
- The manager will investigate and respond within **5 working days**.
- The complaint and outcome will be documented in the **complaints log**.

Stage 3 – Meeting

- If still unresolved, a formal meeting will be arranged between the parent, manager, and a senior team member.
- A written record of the meeting and agreed actions will be signed by all parties and a copy provided.
- This will normally signify the conclusion of the internal procedure.

Stage 4 – External Complaint (Ofsted)

- If the complaint cannot be resolved, parents may contact **Ofsted** at any time.
- Ofsted will investigate complaints that suggest a provider is not meeting EYFS requirements.

Record Keeping and Confidentiality

- A written record of all complaints will be kept for at least three years, including:
 - Name of complainant
 - Nature of complaint
 - Date/time received
 - Actions taken
 - Outcome and response to complainant

- This record is available to parents on request (with personal details redacted).
- Ofsted inspectors may access the complaints log during inspections.

Right to Appeal

- Parents may appeal the outcome of a formal complaint in writing.
- Appeals will be reviewed by a senior manager or an independent person not involved in the original complaint.
- The outcome of the appeal will be final and communicated in writing.

Monitoring and Learning

- Complaints are monitored and reviewed to identify patterns and areas for improvement.
- Outcomes are used to support staff training and continuous quality development.

Contact Details for Ofsted

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Parents will be notified if the nursery is due to be inspected, and inspection reports will be shared with all regular-attending families.

Alignment with EYFS 2025

This policy incorporates EYFS 2025 updates, including:

- Prompt acknowledgment of complaints (typically within 48 hours)
- Resolution typically within 10 working days
- Stronger focus on documentation and outcomes
- Emphasis on transparency, dignity, and fairness in complaint handling
- Regular monitoring and review to improve practice

Signed: Sandra Hill

Date: 6 October 2025

Next Review: October 2026