

## **Safeguarding children**

### **1.8 Making a complaint**

We believe 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/Nursery Manager. If this does not achieve the desired result, we have a procedure for formal complaints. We aim to bring all complaints about the running of our setting to a satisfactory conclusion for all of the parties involved.

#### **Procedures**

##### *Making a formal complaint:*

##### **Stage 1**

- The concern or complaint should be put in writing (hard copy or email using the Comments and Complaints Form) to the Nursery Manager or Chairperson.
- The setting stores written complaints and all information relating to any investigation in a separate file designated for complaints.
- When the investigation into the complaint is completed, the Nursery Manager or Chairperson meets with the complainant to discuss the outcome.
- The complainant will be informed of the outcome of the investigation within 28 days of having received the complaint.

## Stage 2

- If the complainant is not satisfied with the outcome of the investigation, he or she may request a meeting with the Nursery Manager and/or Chairperson. The complainant and the representative of the Nursery may have a friend or colleague present if required.
- An agreed written record of the discussion will be made, as well as any decision or action to take as a result. All of the parties present at the meeting will sign the record and receive a copy of it.

### *The role Ofsted and Surrey Children's Single Point of Access (C-SPA)*

- Complainants may approach Ofsted directly at any stage of this complaints procedure.

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**The number to call Ofsted with regard to a complaint is: 0300 123 4666**

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- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of Surrey Children's Single Point of Access (C-SPA).
- If a complaint is made directly to Ofsted or C-SPA, both the setting and parent (if appropriate) will be informed. The Nursery Manager and/or Chairperson will work with Ofsted or C-SPA 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.

Policy updated 25/11/2025