



## Complaints Procedure

Last Review: 21/08/2025

Next Review: 21/08/2026

### 1.0 Policy Statement

Shooting Stars Nursery aims to resolve concerns quickly, fairly, and transparently. We welcome feedback and see complaints as an opportunity to improve. Most matters are settled informally with the key person or Room Leader; where a formal complaint is made, we investigate and respond within required timescales. All complaints are recorded in a paper Complaints Log or a secure digital file (including email trails where relevant). No complainant will be treated less favorably for raising a concern.

### 2.0 Our Legal Obligations

**EYFS Statutory Framework (2025):** keep a written record of complaints and their outcomes; provide a written response within 28 days of a formal complaint; make complaint records available to Ofsted on request; notify Ofsted of certain serious incidents in line with registration requirements.

**Working Together to Safeguard Children (2023):** any safeguarding-related complaints are referred immediately to the DSL and handled under safeguarding procedures.

**Equality Act 2010:** accessible, fair process with reasonable adjustments as needed.

**UK GDPR and Data Protection Act 2018:** store complaint information lawfully and securely with restricted access and clear retention.

### 3.0 Procedures

#### **Informal resolution:**

Parents/carers are encouraged to raise concerns promptly with the key person or Room Leader. Most issues are resolved at this stage. A short note of the concern and agreed actions may be placed on file.

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

If the matter is unresolved, or a formal route is preferred, the complaint should be addressed to the Nursery Manager (in person, by letter or by email).

We will:

- Acknowledge receipt in writing (normally within 3 working days).
- Investigate impartially (review records, speak with relevant staff, and where helpful, meet the complainant).
- Respond in writing within 28 calendar days with the decision (upheld/partly upheld/not upheld), reasons, and any actions or remedies (e.g. apology, procedural change, staff training).

All stages, evidence considered, and outcomes are recorded in the Complaints Log (paper) or a secure digital folder (with copies of correspondence/emails). Access is restricted to management/DSL as appropriate.

**Escalation (internal review):**

If dissatisfied, the complainant may request a review by the Director/Responsible Individual. The review considers whether the investigation was fair, complete and reasonable. A further written response is provided, normally within 10 working days.

**Safeguarding or serious concerns:**

Where a complaint suggests a child may be at risk of harm, it is passed immediately to the DSL and managed under our Safeguarding and Allegations Against Staff policies. We will take advice from the LADO and/or relevant agencies and notify Ofsted where required. Safeguarding action is not delayed for complaints handling.

**Contacting Ofsted:**

If a complainant believes we are not meeting EYFS requirements or remains dissatisfied with our process, they may contact Ofsted.

Ofsted contact details: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone: 0300 123 1231.

**Recording, confidentiality and retention:**

We keep a written record of every formal complaint, how it was handled and the outcome, together with any actions taken and the date closed. Records are kept on paper (bound Complaints Log with supporting documents) or in a secure digital folder (including relevant emails). Complaint records are retained for a minimum of three years and are available to Ofsted on request. A summary of complaints and outcomes from the previous 12 months is available to parents on request.

**Unreasonable or vexatious behaviour:**

We treat all complaints seriously and with respect. Where behaviour becomes unreasonable (e.g. abusive language, repeated re-litigation of closed matters), we may set communication boundaries while ensuring the substance of the complaint is addressed.

#### 4.0 Roles and Responsible

**Parents/Carers:** raise concerns promptly; provide info needed for investigation.

**Key Person / Room Leader:** handle informal concerns; note actions; escalate to the Manager if unresolved.

**Nursery Manager:** receive and acknowledge formal complaints; assign an impartial investigator; ensure the 28-day written response; maintain the complaints record (paper or secure digital).

**Investigator (appointed by Manager):** gather statements/evidence; meet parties as needed; produce findings and recommended actions.

**DSL:** triage any safeguarding content; liaise with LADO/other agencies; ensure Ofsted notifications where required.

**Director / Responsible Individual:** conduct internal review on escalation; sign off systemic improvements.

**Administrator/Office:** keep the bound Complaints Log or secure digital folder; file correspondence; manage retention and access.