



Little Forest Folk

Complaints Policy

Date Created: May 2017

Reviewed date: 14th July 2025

Reviewed by: Xiao Flynn

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Methods

We operate the following complaints procedures for dealing with complaints against our setting. We will investigate all written complaints, including those relating to the Early Years Foundation Stage requirements, and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We also keep a complaint form for all complaints received, action taken and the outcomes. Thus, when completing this record, we will bear in mind the need for appropriate confidentiality. This record is stored in our central system.

Making a complaint about practice or procedures within the nursery setting

Stage 1

- Any person, parent or other, who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the nursery Manager, deputy or their child's keyworker.
- Most concerns 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 person / parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the nursery Manager.

- The setting stores written complaints from parents in a confidential online file. However, if the complaint involves a detailed investigation, the nursery Manager may wish to store all information relating to the investigation in a separate file designated for this complaint. All other complaints will be stored in a separate appropriate file.
- The setting will investigate all written complaints and will record the process that was taken to ensure the complaint was fully investigated, eg interviews, reviews of records; who was involved in the investigation; any referrals made to an external agency (eg local authority environmental health department or social services).
- Details of the outcome of the investigation will include, any action(s) identified by the setting; any action set or taken by Ofsted; any action taken by another external agency, where permission to do so has been given; the outcome of the investigation, identifying any areas where it is felt improvements to the setting could be made; if a member of staff was dismissed following the investigation (and under what circumstances) [if this was due to the fact they placed a child at risk of significant harm, they may need to be referred onto the Independent Safeguarding Authority's barred list – advice can be sought from the ISA and Ofsted].
- When the investigation into the complaint is completed, the nursery Manager may meet with the complainant to discuss the outcome where appropriate or may give written or verbal feedback whilst maintaining confidentiality. A separate letter to the person / parent who made the complaint giving more detail may also be issued, if requested or we think it is appropriate.
- When the complaint is resolved at this stage, the summative points are logged in the complaints form and filed in the online Complaints folder.

Stage 3

- If the person/parent is not satisfied with the outcome of the investigation, he or she can escalate the complaint to the next stage. This will involve a meeting with the Operations Manager. They may have a friend or relative present if they wish.
- 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 meeting would be an opportunity for the complaint to be resolved. When the complaint is resolved at this stage, the summative points are logged on the complaints form and filed in the Complaints folder and the outcome will be shared with the parent.

Stage 4

- If at the Stage 3 meeting the person/parent and setting cannot reach agreement, then a second meeting will be arranged between the Operations Director and the person/parent. At this meeting the issue raised, and the actions taken to date will be reviewed and an attempt to resolve any outstanding issues will be made. When the complaint is resolved at this stage, the summative points are logged in the Complaints form and filed in the Complaints folder. The outcome will be communicated with the parent.

Stage 5

- If at the stage 4 meeting the issues remained unresolved and as a final stage, the complaint will be escalated to the final stage 5. The parent can put their complaint to the Chairman of Bright Stars Nurseries
- The Chairman will review all of the information pertaining to the complaint and may investigate the complaint further and where appropriate arrange to meet with the parent. They will then respond in writing with an outcome and confirm the actions to be taken. This record signifies that the procedure has concluded.

During the complaints process:

- Parents may approach Ofsted directly at any stage of this complaint 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 Early Years Foundation Stage requirements are adhered to.
- Ofsted are: Tel. No. 0300 123 4666 or can be emailed at enquiries@ofsted.gov.uk or you can [write to them at:](#)

Ofsted

Picadilly Gate

Store Street

Manchester

M1 2WD

- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Board in our local authority.



- In these cases, both the parent and setting are informed, and the setting Manager works with Ofsted or the Area Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- Parents can request to see the complaints form and must request in writing via email.

Making an administrative complaint (not related to the provision of care)

Stage 1

- Any person, parent or other, who has a concern about an aspect of the administration can in the first instance raise this with the admin team via email or over the phone.
- Most concerns should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, it moves to Stage 2 of the procedure. Our team will log details of the complaint on the complaints form and the parent may put the complaint in writing to the Head of Communications who, along with the admin team will try to resolve the issue.
- When the complaint is resolved at this stage, the summative points are logged in the complaint form and filed in the Complaints folder and the parent will be notified of the outcome.

Stage 3

- If this does not have a satisfactory outcome, then the complaint will be escalated to an Operations Manager who will investigate the complaint, if an investigation is deemed necessary.
- When the investigation into the complaint is completed, the Operations Manager will meet (where possible) or call the complainant to discuss the outcome. A separate letter or email to the person/parent who made the complaint giving more detail may also be issued, if requested or we think it is appropriate.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints form and filed in the Complaints folder.

Stage 4



- If the complainant is not satisfied with the outcome of the investigation the issue will be escalated to the Operations Director
- The Operations Director will review all of the information pertaining to the complaint and will then respond in writing with an outcome and confirm the actions to be taken, if any are necessary. This record signifies that the procedure has concluded.

Stage 5

- If at the stage 4 meeting the issues remained unresolved and as a final stage, the complaint will be escalated to the final stage 5. The parent can put their complaint to the Chairman of Bright Stars Nurseries
- The Chairman will review all of the information pertaining to the complaint and may investigate the complaint further and where appropriate arrange to meet with the parent. They will then respond in writing with an outcome and confirm the actions to be taken. This record signifies that the procedure has concluded.

During the complaints process:

- Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be a possible breach of the setting's registration requirements.
- Ofsted are: Tel. No. 0300 123 4666 or can be emailed at enquiries@ofsted.gov.uk.
- In these cases, both the parent and setting are informed, and if required Little Forest Folk works with Ofsted 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 and the outcome.



- This information is recorded on the Complaints form which is available for any parent or staff member of the setting to view if requested.
- We will keep the record of concerns and complaints for at least three years.
- We must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

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Complaints record

Date of complaint:			
A: Source of complaint			
Parent (in writing, including email) ⁵	☐	Staff member	☐
Parent (in person)	☐	Anonymous	☐
Parent (phone call)	☐	Ofsted (include complaint number if known)	☐
		Other (please state)	☐
B: Nature of complaint (please tick all boxes that the complaint relates to)			
Safeguarding and promoting children's welfare	☐	Organisation	☐
Suitable people	☐	Documentation	☐
Suitable premises, environment and equipment	☐	Learning and Development	☐
	☐	Compulsory Register	☐
		Voluntary Register	☐
Please give details of the complaint:			



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C: How it was dealt with		
Internal investigation	☐	
Investigation by Ofsted	☐	
Investigation by other agencies	☐	
(please state)		
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
D: Actions and outcomes		
Internal actions	☐	
Actions agreed with Ofsted	☐	
Changes to conditions of registration	☐	
Other action taken by Ofsted	☐	
No action	☐	
Actions imposed or agreed with other agencies	☐	
Please give details:		
Parent requested copy of complaint form?		Yes/No



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Complaint form shared with parent?		Yes/N0
Name of recorder:	Outcome notified to parent: Yes Date:	
Position: Name: Signature:	Date Completed:	