



Complaints and Compliments Policy

At Little Learners Childcare we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. Children can expect a loving, fun and safe environment. We work together as a team to ensure all children's individual needs are met and catered for. We operate a key person system, where a key member of staff dedicates time to get to know their key children, helping them to feel acknowledged and valued. Within our team, we welcome and encourage parents/carers to work and feel comfortable with their child's carers within the nursery, reassuring children to feel confident during their time with us.

We hope that you will always be happy with the care, learning and play provided at Little Learners and that you might like to voice your appreciation to the staff concerned. It is always nice for our staff to know that you are happy with them and everything they do with your child and they will welcome any feedback. Any compliments you would like to make would be greatly appreciated in writing, where they can be displayed, and the member(s) of staff concerned can be valued and praised for their hard work and dedication.

Any complaints, should they arise, would be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents/carers on how we can improve our services and practice, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Stage 1

If any parent/carer should have cause for complaint or any queries regarding the care or education of their child, they should in the first instance take it up with the child's key person or the Room Manager.

Stage 2

If the issue remains unresolved or if a parent/carer feels uncomfortable raising the issues with the staff in the room, then they must inform the Nursery Manager.

These concerns must be presented in writing to the Nursery Manager who will then investigate the complaint with the nursery management team and report back to the parent/carer within 28 days (in most cases within 10 days). A complaints record will be completed with information such as the nature of the complaint and any actions arising from it.

(Complaints will normally be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved the Operations Manager will be contacted to investigate the complaint and there after a formal meeting should be held between the Operations Manager and Nursery Manager, parent/carer and the staff member(s) concerned to ensure that it is dealt with sufficiently. A record of the meeting minutes and actions will be documented, and a copy kept with the original complaint record. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

The Director may be involved in the complaint procedure if the outcome has still not been met.

Stage 4

If the matter cannot be resolved to the parents/carers satisfaction, then all parents/carers have the right to raise the matter with OFSTED at any time during the complaints process, however, we would imagine and hope that any issues would not need to go that far, as we will always do our utmost best to ensure the best practice possible at all times.

OFSTED Early Years
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 4666 or Enquiries@ofsted.gov.uk

A record of all complaints will be kept in the nursery office. These records will be accessible to all parents/carers; only details protecting confidentiality will be removed/covered.

Our Complaints and Compliments policy cross references to all of our policies and procedures as well as the Early Years Foundation Stage.

Date: June 2025 Review date: June 2026 Signed by: H.White