



NURSERY COMPLAINTS POLICY

This document to be read in conjunction with policies and procedures of Leweston School

Our aim at Leweston Nursery is to welcome all children and families, and provide a safe and stimulating environment for all. We will deliver an exceptionally high standard of care and education in addition to fostering good solid relationships with all parents/carers. Parents' views and concerns will be respected, acknowledged and supported. We recognise that on occasion circumstances may result in a parent or carer making a complaint. Prompt and appropriate action will be taken on any and all concerns raised.

Due to the nature of regular exchange between Nursery staff and parents, it is hoped that minor concerns can be resolved during these times. The Head of Prep will be informed of any complaint by the relevant staff. If Nursery staff are unable to resolve the complaint, the parents and carers are able to address their concerns to the Head of Prep who will arrange an appointment for the concerns to be discussed. The discussion will be recorded and reports will be signed and dated by the Head of Prep. Documentation will be completed in line with the school complaints procedure.

Any parent or carer not satisfied with the outcome should follow the procedures set out in the Leweston School Complaints Policy. Such a complaint would start at Stage Two.

Parents may refer the complaint to the registering authority if they are not satisfied with the outcome.

Contact at:

OFSTED

Freshford House, Redcliffe Way, Bristol BS1 6NL

Telephone: 0300 123 4666

Or

OFSTED

Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 4666

or

ISI

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS



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requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

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Last Reviewed: August 2025

Next Review: August 2026