

Complaints

EYFS: 3.75, 3.76

At Solihull Day Care we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to Safeguarding, we follow our [Safeguarding Policy](#).

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the room leader. If this is not resolved, we ask them to discuss this verbally with the nursery manager.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The nursery manager, or delegate thereof, will meet with parents and then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 28 days. The nursery manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book. Please email any complaints to jess@solihulldaycare.co.uk.

All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 3

If the matter cannot be resolved to their satisfaction or the complaint is in relation to the Nursery Manager, then parents have the right to raise the matter with the directors of Solihull Day Care (admin@solihulldaycare.co.uk) within 15 working days of completion of Stage 2. The Directors will acknowledge the complaint promptly (and usually within three working days) and schedule a hearing with parents to take place as soon as possible.

After due consideration of the merits of the complaint and all facts they consider relevant, the directors will make findings as to whether or not the Stage 2 decision was a reasonable one and decide whether to:

- Dismiss the complaint(s) in whole or in part;
- Uphold the complaint(s) in whole or in part; and
- Make recommendations

Unless further investigation is required, the complainant, and where relevant, the person complained about, will be notified of the findings and recommendations in writing as soon as possible (and, where possible, within fifteen working days of the hearing). The decision of the directors will be final.

Stage 4

If parents remain dissatisfied, then parents may take their complaint to Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

Persistent Correspondence

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this may be regarded by the nursery as vexatious and outside the scope of this procedure.

Procedure for all staff

All staff must ensure that the nursery manager is aware of any complaints both verbal and written to be able to provide support to the member of staff.

A record of complaints will be kept in the nursery office. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the nursery	Date for review
01/09/2025	Jessica Dolan	01/09/2026