

Razzy's Daycare & Nursery

Complaints Policy



Date of Issue: December 2025

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Introduction

At Razzy's Daycare & Nursery, we value open communication and positive partnerships with parents, carers, and the wider community. We believe that listening to concerns and feedback is an important part of maintaining a safe, respectful, and high-quality environment for all children. From time to time, questions or concerns may arise, and we are committed to addressing these promptly and constructively. This policy explains how concerns and complaints are managed, ensuring they are handled with care, fairness, and professionalism, in line with the Early Years Foundation Stage (EYFS) Statutory Framework and Ofsted requirements.

Legal and Regulatory Framework

This policy operates in accordance with the following legislation and guidance:

- The Early Years Foundation Stage (EYFS) Statutory Framework 2025
- The Childcare Act 2006
- The Children Act 1989 and 2004
- The Education (Independent Schools Standards) Regulations 2014 (where relevant)
- Ofsted's "Concerns and Complaints about Providers" guidance

Razzy's Daycare & Nursery is required to have a clear, accessible, and effective complaints procedure that parents can use and which enables Ofsted to monitor compliance.

Our Approach to Handling Complaints

The nursery values open communication and encourages parents to discuss any concerns at the earliest opportunity. Most issues can be resolved quickly and informally when raised promptly with the appropriate staff member. We believe that a calm, respectful, and child-centred approach to communication helps avoid escalation and maintains strong relationships between home and nursery. When concerns cannot be resolved informally, we have a clear and structured procedure that ensures that all complaints are investigated thoroughly, outcomes are shared, and appropriate actions are taken.

Informal Resolution

In the first instance, parents are encouraged to raise any concerns with their child's Key Person or the staff member involved. Staff will listen carefully, acknowledge concerns, and work collaboratively with parents to achieve a timely and satisfactory resolution. If the concern relates to a safeguarding matter, potential risk of harm, or staff behaviour, it must be referred immediately to the Nursery Manager and handled under the Safeguarding and Child Protection Policy. Informal concerns that cannot be resolved within a reasonable timeframe may be escalated to the Nursery Manager at the request of the parent or if staff believe the issue requires formal review.

Formal Complaint Procedure

If a parent wishes to make a formal complaint, they should submit their concerns verbally or in writing to the Nursery Manager. Upon receiving a complaint, the Nursery Manager will acknowledge it within five working days and begin a full investigation. This will include gathering statements, reviewing relevant documentation, and speaking to all parties involved. Complaints are handled confidentially and with sensitivity, and children's wellbeing remains the central priority throughout. A written outcome will be provided to the complainant within **28 days**, as required by the EYFS Statutory Framework. The outcome will detail findings, actions taken, decisions made, and any further steps the parent may take if they remain dissatisfied.

Escalation to the Nursery Director

If a parent does not feel that their complaint has been resolved satisfactorily, they may request that the matter be reviewed by the Nursery Director. The Director will consider all available information, reassess the investigation, and provide a final written response. Throughout this process, Razy's Daycare & Nursery remains committed to transparency, fairness, and maintaining professional relationships with all families.

Contacting Ofsted

Parents have the legal right to contact Ofsted at any stage regarding a concern. The nursery will provide Ofsted's contact information upon request and display it clearly on the premises in accordance with statutory requirements. Ofsted may investigate complaints relating to welfare requirements, safeguarding, leadership, management, or any matter suggesting non-compliance. The contact details for Ofsted are accessible in the reception area and in the nursery handbook. The nursery will cooperate fully with any external investigation and implement any actions required as a result.

Record Keeping

The Nursery Manager is responsible for maintaining a comprehensive and confidential record of all complaints received, including the nature of the complaint, steps taken to

investigate, decisions reached, and outcomes. These records are kept securely for a minimum of three years and made available to Ofsted on request. Complaints relating to safeguarding, allegations against staff, or serious incidents may be retained for longer in accordance with Local Authority and statutory guidelines.

Learning and Continuous Improvement

Razzy's Daycare & Nursery views complaints as an opportunity for professional development and service improvement. Complaints are analysed periodically to identify patterns, inform training needs, and strengthen policies or procedures where required. Where complaints highlight areas of risk or concern, the Nursery Manager ensures that appropriate actions, risk assessments, or policy reviews are undertaken promptly. The nursery is committed to maintaining high standards of care, and we value the feedback of parents in helping us achieve this.

Communication with Parents and Carers

The nursery ensures that all parents are aware of the complaints procedure through the parent handbook, website, and visible policies displayed within the building. Parents are reassured that raising a concern will never affect their child's place, treatment, or access to nursery services. We maintain an open-door approach and encourage families to communicate with us in ways that feel comfortable and accessible to them.

Review of the Policy

The Nursery Manager and Director review this policy annually, or sooner if there are changes to legislation, Ofsted requirements, or nursery procedures. Razzy's Daycare & Nursery remains committed to ensuring that all complaints are handled with integrity, professionalism, and a consistent focus on the wellbeing of the children entrusted to our care.