Ludham Primary School & Nursery

EYFS Complaints Policy

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1. Introduction

At Ludham Nursery, we are committed to providing high-quality early education and care for all children. We recognise that there may be occasions when parents or carers have concerns or complaints about the care or education provided.

This policy outlines how concerns and complaints will be handled, the stages of the process, timescales, and how issues will be recorded and addressed. All parents/carers are encouraged to read this policy to make informed decisions about their child's early years provision.

2. Purpose

The Complaints Policy ensures that:

- Parents/carers know how to raise concerns.
- Concerns are taken seriously and addressed promptly.
- There is a clear procedure for recording and resolving complaints.
- Statutory requirements regarding Early Years funding and safeguarding are met.

3. Scope

This policy applies to:

- All children and families attending Ludham Nursery (ages 2–4).
- Concerns related to childcare, Early Education funding entitlement, staff conduct, or the Nursery environment.
- Safeguarding concerns, including child protection issues.
- Handling of personal information and data protection issues.
- Use of social media by families regarding Nursery matters.

4. Making a Complaint or Raising a Concern

4.1 Informal Stage

Step 1: Concerns should first be raised with your child's Key Worker or the Room Leader.

Step 2: The Key Worker/Room Leader will listen to your concern, investigate as appropriate, and respond within 5 working days.

Step 3: The outcome and any agreed action will be recorded in the child's file or a complaints log.

4.2 Formal Stage

If the matter is not resolved informally:

Step 1: Submit your concern in writing to the Nursery Manager / Owner, clearly outlining the issue, evidence (if applicable), and the desired outcome.

Step 2: The Manager/Owner will investigate the matter fully and respond in writing within 10 working days.

Step 3: The response will include:

- Findings of the investigation
- Actions to be taken
- Any changes to practice or policy
- Record of the complaint in the formal complaints log

5. Further Escalation

5.1 Ofsted

If a complaint remains unresolved or concerns safeguarding, parents/carers may contact Ofsted directly:

Phone: 0300 123 4666

Website: www.gov.uk/government/organisations/ofsted

5.2 Local Authority

For complaints relating to Early Education funding entitlement:

Contact the Early Years Finance Team / Local Authority.

The Local Authority will investigate if the funding offer is not compliant with legislation or statutory guidance.

The Local Authority will not intervene for additional paid hours or services provided this does not affect access to funded hours.

6. Data Protection and Personal Information

Parents/carers may raise concerns if they believe personal information has been:

Mismanaged, lost, or shared without consent

Incorrect or inaccurate

Further guidance can be found at the Information Commissioner's Office (ICO): https://ico.org.uk

7. Social Media

Parents/carers are expected to raise concerns directly with the Nursery rather than via social media platforms. Complaints made publicly on social media may hinder resolution and can be addressed formally through the procedures above.

8. Recording and Monitoring Complaints

- All complaints, informal and formal, will be recorded in the complaints log.
- Records will include:
- Date of the complaint
- Person raising the concern
- Nature of the complaint
- Investigation process and evidence

Actions taken and outcomes

Records will be monitored to ensure recurring issues are identified and addressed.

9. Timescales Summary

Stage	Action	Timescale	Record
Informal	Raise with Key Worker/Room Leader	5 working days	Child's file / complaints log
Formal	Submit in writing to Manager	10 working days	Formal complaints log
Ofsted	Contact if unresolved / safeguarding concern	ASAP	Ofsted records complaint
Local Authority	Contact if funding issue	As required	Local Authority records

10. Compliance Check Statement

This policy has been prepared to meet the requirements of:

- The Funding Agreement and Statutory Guidance for Early Education
- EYFS statutory framework
- Local Authority compliance checks

Approved by: Andrea Goreham

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