

Complaints Policy & Procedure

Policy Statement

Peques believes that children and parents and/or carers are entitled to prompt, respectful, and thoughtful attention to their needs, views, and concerns. We welcome suggestions on how to improve our setting and give prompt and serious attention to any concern or complaint about the running of the nursery.

We aim to resolve concerns openly, fairly, and as quickly as possible. Most concerns can usually be resolved informally at an early stage. Where this is not possible, Peques has a clear procedure for dealing with formal complaints in order to reach a satisfactory conclusion.

Scope

This policy applies to concerns and complaints raised by parents and/or carers about the nursery's provision and the way in which the setting is meeting its responsibilities.

Where a complaint includes a safeguarding concern or an allegation about a member of staff, it will also be managed in line with the relevant safeguarding and allegations procedures.

Complaints Record

All Peques settings keep a written record of complaints and their outcome where these reach the formal stage. Written complaints relating to the Early Years Foundation Stage (EYFS) requirements are investigated, and the complainant is notified of the outcome within 28 days of the complaint being received. A record of complaints is made available to Ofsted on request.

Peques handles complaints fairly and with appropriate regard for confidentiality.

Making a Complaint

Stage 1 - Informal Concern

Any parent and/or carer who has a concern about an aspect of the setting's provision should discuss the matter with the Manager in the first instance.

Most concerns can be resolved amicably and informally at this stage.

Stage 2 - Written Complaint

If the matter does not have a satisfactory outcome, or if the concern recurs, the parent and/or carer should put the complaint in writing.

The nursery will investigate the complaint and will notify the parent and/or carer of the outcome of the investigation within 28 days of receiving the complaint. When the investigation is complete, the Manager will meet with the parent and/or carer to discuss the outcome.

Stage 3 - Review Meeting

If the parent and/or carer is not satisfied with the outcome of the investigation, they may request a further meeting with the Manager.

The parent and/or carer may be accompanied by a friend, partner, or supporter if they wish. The Manager may also be supported by a member of the management team.

A written record of the discussion will be made, including any decisions reached and any actions to be taken.

Contacting Ofsted

Parents and/or carers may contact Ofsted if they believe that Peques is not meeting the EYFS requirements. Ofsted's role is to regulate and inspect childcare providers. It reviews the information provided and decides what action, if any, is appropriate.

Ofsted contact details

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Confidentiality

Peques believes that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of both the nursery and families that complaints are taken seriously and handled fairly, promptly, and with appropriate respect for confidentiality.

This policy should be read in conjunction with:

- Safeguarding Children Policy & Procedure
- Confidentiality & Information Sharing Policy
- Whistleblowing Policy
- Company Code of Conduct Policy
- Visitors Policy
- Disclosure and Barring Policy
- Partnership with Parents Policy
- Physical Intervention and Restrictive Physical Handling
- Admissions Policy & Procedure
- Peques Privacy Notice

Version: 1.0

Effective date: 02/03/2026

Last reviewed: 02/03/2026

Review cycle: Annually, or earlier where required due to legislative, regulatory, operational, or statutory changes.

Approval route: Head Office