

COMPLAINTS & COMPLIMENTS POLICY



Statement of intent

At Ollie Owl 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.

It is our intention to ensure our nursery is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers and to fulfilling the requirements of the EYFS.

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/or management. We record all compliments and share these with staff.

We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and aim to continuously improve.

Aims

The aims of this policy are as follows.

- To set out a formal procedure for the handling of concerns & complaints and how we resolve a concern or complaint.
- The aim of this policy is that 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.

Where any concern or complaint relates to or is the result of a child protection matter, we will follow our Safeguarding policy and will need to be guided by external agencies.

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Methods

In order to achieve our aims the following complaints process is followed.

Under most circumstances, the Manager will be responsible for dealing with complaints. If a concern or complaint is made against the Manager, the Registered Person will conduct the investigation.

Stage 1

If a parent/carers has a concern or complaint about some aspect of how the nursery is fulfilling the EYFS requirements, including complaints about activities, practices or the conduct of an individual member of staff it will often be possible to resolve the problem by speaking to the individual concerned and/or to the Manager.

As outlined in the Parent Partnership policy, the Nursery is committed to open and regular dialogue with parents/guardians and the Nursery welcomes all comments on its services, regardless of whether they are positive or negative.

Parents/guardians are encouraged to speak directly to the relevant member of staff, if deemed appropriate.

If not, the Manager should be approached, and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will come into operation.

Stage 2

If informal discussions of a concern or complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Nursery will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay, the Nursery will advise the parent/carers of this and offer an explanation.

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The Manager will be responsible for sending a full and formal response to the complainant. The complaint and the outcome will be recorded in the Complaints Folder, including notes from the investigation and the letter to the parents.

A log of basic details will be available to share with parents on request. The Log and Complaints Folder should be kept in the office and made available to Ofsted in inspections.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the Designated Safeguarding Officer and ensure that the local Social Services department is contacted, according to the procedure set out in our Safeguarding Policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

Outcomes & resolutions

A formal response to the complaint from the Nursery will be given to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Nursery's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Nursery's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Stage 3

If at the conclusion of the Stage 2 process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Nursery's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within a further 15 working days.

A record of the complaint will be kept for three years.

CHESHAM NURSERY
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Chesham, HP5 3ED
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Ollie Owl Limited
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Century House
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Amersham, HP7 0TU
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Email: amershamnursery@ollieowl.co.uk

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Making a Complaint to Ofsted

We actively encourage parents/guardians to give us the opportunity to satisfactorily resolve any concern or complaint they may have by following this complaint procedure.

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision or if they are unhappy about the outcome of their complaint they can inform Ofsted. Contact details are given below and are displayed in the entrance area/ available on the Ofsted website. Ofsted will consider and investigate all complaints received.

Ofsted Telephone Number 0300 123 4666

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Unresolved complaints in respect of Government Funded Hours Entitlements (GFHE) would more appropriately be referred to the local authority as they are responsible for regulating and administering the various funding schemes.

This policy was adopted on	Signed on behalf of the nursery	Date for review
July 2026	Dick Tillett	July 2027

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