

**Willow Day Nursery**

**2A High Street**

**Dodworth**

**S75 3RF**

**Manager: Mrs Victoria Dickinson**

**Deputy Manager: Mrs Katie Fletcher**

**Complaints Policy**

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| **Date of Next Review** | **January 2026** |

Willow Day Nursery aims to provide the highest standard of care and quality of education for all children within our setting. We endeavour to ensure that all children are happy during their time at nursery by providing a warm, comforting and caring environment that encourages learning and development through play. We will actively listen to concerns, issues and complaints and take appropriate steps and responsible action to resolve any problems. Complaints will be handled in accordance with the stages outlined below.

**Stage One**

When a parent or carer raises a complaint about Willow Day Nursery or a member of staff, this should initially be raised with the child’s key person to deal with directly in a calm and professional manner. If this is not suitable or they are not available, the next point of contact is the room leader.

**Stage Two**

If the situation is not resolved, the complaint should be taken to the manager in writing. Mrs Victoria Dickinson will acknowledge receipt of the complaint within 2 working days. The manager will then conduct a full investigation and report back to the parent or carer and appropriate members of staff within 10 working days.

This will include the results of the investigation and any actions rising from it. If a delay occurs, the setting will contact the parent or carer with an updated date for the expected reply and resolution.

Where appropriate, action will be taken within the nursery. However, if there are safeguarding or child protection implications, the manager will immediately begin following the safeguarding policy. Through stage two of the complaint’s procedure, parents, carers or the nursery itself, may request a formal meeting. Meeting notes will be shared after the meeting.

**Stage Three**

If the matter remains unresolved to the satisfaction of the parent or carer, they have the right to contact Ofsted via email at enquiries@ofsted.gov.uk or via the phone on 0300 123 4666. Willow Day Nursery will keep a record of complaints. These will only be accessible to the parties involved and stored securely and confidentially.