**Complaints Policy**

**1. Policy Statement**

At Just for Kidz, we strive to provide the highest quality of care and education in a safe, inclusive, and supportive environment. We recognise that from time to time, parents or carers may have concerns or complaints. We take all concerns seriously and treat every complaint with fairness, openness, and a commitment to resolving issues promptly.

We encourage open communication and aim to resolve concerns as quickly and informally as possible. However, if this is not successful, we have a clear complaints procedure to ensure concerns are addressed appropriately.

**2. Aims**

This policy aims to:

* Provide a clear, transparent, and fair process for handling complaints.
* Ensure that concerns are addressed in a timely and professional manner.
* Maintain positive relationships between staff, parents, carers, and the wider community.
* Comply with the requirements of the **Early Years Foundation Stage (EYFS) statutory framework**.

**3. Scope**

This policy applies to:

* Parents and carers of children attending the nursery.
* Any external individuals or agencies with a concern about our services.

Concerns or allegations related to **safeguarding** must follow the nursery’s separate **Safeguarding Policy and Procedures**.

**4. Informal Complaints Procedure**

Most concerns can be resolved quickly through informal discussion with a staff member or the nursery manager.

Steps:

1. **Raise the concern directly** with the relevant staff member, who will aim to resolve it promptly.
2. If the concern remains unresolved, speak with the **Nursery Manager**. They will investigate and aim to resolve the issue within **5 working days**.

We encourage parents and carers to raise any concerns as early as possible to avoid escalation.

**5. Formal Complaints Procedure**

If the issue cannot be resolved informally, a formal complaint should be made in writing.

**Step 1: Submit a Formal Complaint**

* Complaints should be made in writing (letter or email) and addressed to the **Nursery Manager**.
* Include the nature of the complaint, relevant dates, people involved, and any supporting information.

**Step 2: Acknowledgement and Investigation**

* The Nursery Manager will acknowledge the complaint in writing within **3 working days**.
* A full investigation will be conducted, including discussions with relevant staff and/or reviewing documentation.
* A written response will be provided within **15 working days** outlining the findings and any actions taken.

**Step 3: Escalation**

If you are not satisfied with the outcome, the complaint may be escalated to the **Owner or Senior Leadership**.

* A further review will be carried out, and a final response will be sent within **15 working days** of receipt of the escalation.
* The outcome will be considered final.

**6. Complaints to Ofsted**

If a parent or carer feels their concern has not been handled appropriately or is not satisfied with the final outcome, they can contact **Ofsted**, the regulatory body for early years settings.

**Ofsted Contact Information:**

* **Phone:** 0300 123 1231
* **Email:** enquiries@ofsted.gov.uk
* **Website:** www.gov.uk/ofsted
* **Write to:**
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Ofsted will consider complaints that suggest a provider is not meeting the EYFS statutory requirements.

**7. Record Keeping**

* All complaints will be recorded in the **Complaints Record**.
* This record will include the nature of the complaint, how it was dealt with, the outcome, and the dates of all actions taken.
* Records will be kept for at least **three years** and made available to Ofsted upon request.

**8. Confidentiality**

All complaints are treated with strict confidentiality. Information will only be shared with those who need to know in order to investigate and resolve the complaint. We are committed to safeguarding the privacy and dignity of all parties involved.

**9. Monitoring and Review**

The complaints policy will be reviewed annually by the Nursery Manager to ensure its effectiveness and to reflect any changes in legislation or guidance.