



Complaints Policy

At West Byfleet Nursery we aim to provide the highest quality of care and education in line with the Early Years Foundation Stage (EYFS) 2025. We welcome each individual child and family and aim to provide a warm and caring environment.

We believe that parents and children are entitled to expect courteous and careful attention to their needs and wishes. We aim to provide consistent, high quality, safe and stimulating care and education for all children attending our setting. We aim to work in partnership with families and the wider community and welcome any suggestions on how to improve our provision.

Making concerns known

The people responsible for managing and acknowledging complaints are the Managers (Ruth Claydon and Nicky Welland)

If the complaint is regarding one or both managers, then the concerns should be taken to the Managing Director of the nursery, Shirley James.

A parent or carer who has a concern about any aspect of our provision should first talk over their worries and anxieties with Ruth Claydon and/or Nicky Welland informally. The parent or carer may also speak with their child's key person if they feel that this is more appropriate.

Most concerns can be resolved through discussion with the managers, however if a satisfactory resolution is not reached then a formal complaint should be put in writing by post or e-mail.

All written complaints will receive a response within 28 days.

If appropriate a meeting will be arranged with the directors of the nursery to discuss and resolve the matter.

If the complaint has a child protection implication the Nursery will follow the procedures set out in the Safeguarding Policy and Surrey Safeguarding Children Partnership guidelines.

Written complaints will be retained for three years in the setting, in a locked cabinet to ensure confidentiality of all parties, or until the next Ofsted inspection.

Parents also have the right to contact Ofsted about any aspect of the provision. As a registered provider we must provide Ofsted with a written record of all complaints within a 28-day period, and any action taken as a result of the complaint.

A poster displaying Ofsted's contact details is displayed in the office area and parent notice boards where the parents can view these details.

Records of complaints will include the following:

- The nature of the complaint.
- The initial action taken.
- Any further action taken.
- The name of the person responsible for investigating the complaint.
- A review of the outcome of any discussions or formal letters
- It is the responsibility of the Managers to inform Ofsted of any complaints concerning the setting.

Ofsted's address is:

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Ofsted can be contacted on 0300 123 4666

If it is deemed appropriate, all parents will be informed of complaints and any action taken as a result either via a newsletter or a parent letter.

Compliments

Parents are invited to provide the nursery with feedback and suggestions for improvements via email or through informal conversations.

If the nursery receives compliments from parents/carers the management team will ensure that all staff are made aware of positive comments during staff meetings which are held regularly.

If the nursery receives compliments in writing, we will retain these in a parent communication folder.

Signed: Ruth Claydon

Date: 17th July 2025

Review Date: July 2026