



PARENT COMPLAINTS PROCEDURE

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BACKGROUND

At Holly Trees, we aim to build strong, open and respectful partnerships with our parents and carers. We believe all families are entitled to courtesy, respect and prompt attention when they raise a concern about their child's care, education or experience at nursery.

We welcome feedback and will always take concerns seriously. Wherever appropriate, our preference is to resolve concerns at the earliest possible opportunity through open discussion, clarification and collaborative working with families.

Many concerns arise from misunderstandings, communication issues or matters that can be addressed quickly once all parties have had an opportunity to explain what has happened. We therefore encourage parents and carers to speak with us as soon as a concern arises so that we have an opportunity to understand and address it promptly.

Stage 1 is an important part of our complaints procedure and should not be viewed as a lesser or less serious response to a concern. Management oversight begins at Stage 1 and, in many circumstances, Stage 1 will provide everything necessary to establish what has happened and resolve the matter satisfactorily.

The purpose of the staged procedure is to provide increasing levels of formality and review where these are needed. It is not intended to encourage concerns to begin at the highest possible level.

The nursery also recognises that some matters are sufficiently serious that early resolution alone would not be appropriate. Where a concern involves safeguarding, an allegation against a member of staff, serious misconduct, discrimination, a significant health and safety concern, or another matter requiring immediate action, the relevant nursery policy and/or statutory procedure will be followed without delay.

Where a complaint relates to safeguarding, our Safeguarding Children Policy will take precedence where appropriate.

PRINCIPLES OF COMPLAINT HANDLING

When responding to concerns or complaints, the nursery will:

- listen to the parent or carer and seek to understand their concern;
- treat concerns seriously and without prejudice;
- ensure appropriate management awareness and oversight from the outset;
- establish the relevant facts before reaching conclusions;
- seek early and proportionate resolution wherever appropriate;
- ensure that matters requiring investigation are appropriately investigated;
- maintain appropriate records;
- protect the confidentiality and personal information of children, families and educators;
- keep parents appropriately informed;

- treat everyone involved fairly and respectfully;
- escalate concerns where they cannot be resolved at an earlier stage; and
- comply with applicable statutory and regulatory requirements.

A complaint being raised does not mean that the nursery will automatically accept the parent's interpretation of events. Equally, a difference in recollection or understanding will not result in a parent's concern being dismissed without appropriate consideration.

The purpose of the complaints process is to establish what has happened as fairly as possible and determine whether any explanation, action, learning or improvement is required.

FAIRNESS, RESPECT AND COLLABORATIVE FACT-FINDING

We recognise that parents and carers know their children best and must always feel able to raise concerns about their child's care, wellbeing, safety or experience at nursery. Parents should never feel discouraged from raising a genuine concern because they are worried about upsetting an educator or damaging their relationship with the nursery.

We equally recognise that our educators care deeply about the children and families they support. Concerns or allegations about an individual's conduct can have a significant personal and professional impact, particularly where serious allegations are made.

For this reason, our complaints procedure is founded on fairness to everyone involved.

Where the full circumstances have not yet been established, we encourage parents and carers to explain what they have seen, heard, experienced or been told and to allow the nursery an appropriate opportunity to establish the relevant facts before conclusions are reached.

Parents are not expected to investigate concerns themselves, and nothing within this procedure prevents a parent from raising a serious concern, including a safeguarding concern, immediately. The responsibility for appropriately considering and investigating concerns rests with the nursery and, where applicable, the relevant external agencies.

Equally, an allegation or concern will not be treated as an established fact simply because it has been raised. Where appropriate, the nursery will consider information from all relevant sources before reaching a conclusion.

We ask everyone involved in the complaints process to:

- approach discussions openly and respectfully;
- distinguish, where possible, between what they personally witnessed, what they have been told and what they believe may have happened;
- avoid presenting assumptions or unverified information as established fact;
- allow reasonable fact-finding to take place before conclusions are reached;
- recognise that misunderstandings and differences in recollection can occur;
- maintain appropriate confidentiality; and

- work collaboratively towards understanding what happened and resolving the concern wherever possible.

These expectations apply equally to parents, carers, educators and managers.

Where an investigation identifies that something has gone wrong, the nursery will acknowledge this openly and take appropriate action.

Where the available information does not support an allegation, or establishes that a misunderstanding has occurred, this will also be communicated clearly and the individuals involved will be treated fairly.

The nursery is committed to protecting positive and professional relationships between families and educators wherever possible. Raising a concern should not in itself damage that relationship, and neither should an educator be unfairly judged on the basis of an allegation that has not been substantiated.

Nothing within this section limits a parent's right to raise a complaint, report a safeguarding concern, contact Ofsted or another appropriate authority, or expect their concern to be taken seriously.

MANAGEMENT OVERSIGHT OF ALL CONCERNS AND COMPLAINTS

The Nursery Manager has overall responsibility for the appropriate management of parent concerns and complaints within the setting.

All complaints, and any concerns that are significant, recurring or require follow-up, must be brought to the attention of the Nursery Manager, regardless of the stage at which they are being handled.

This does not mean that every concern requires a formal investigation or that every parent needs to meet directly with the Nursery Manager.

Many concerns can and should be resolved promptly by the educator, Room Quality Lead or senior member of staff closest to the situation. However, the Nursery Manager should have appropriate awareness and oversight to ensure that:

- the concern is being handled appropriately;
- the response is proportionate to the nature of the concern;
- any necessary follow-up takes place;
- recurring concerns or emerging patterns are identified;
- matters requiring formal recording or investigation are recognised;
- safeguarding or other significant concerns are escalated immediately; and
- the parent receives an appropriate and consistent response.

The Nursery Manager may become directly involved at any stage where this would assist in resolving the concern.

Management involvement or oversight does not, by itself, make a concern a formal complaint.

EARLY RESOLUTION AND FORMAL COMPLAINTS

The nursery distinguishes between:

How a concern is resolved

and

Whether the concern must be formally recorded or investigated.

These are not necessarily the same thing.

A concern may require recording or investigation but still be capable of being resolved promptly through discussion with the parent.

Similarly, the fact that a parent communicates a concern in writing or describes it as a "formal complaint" does not prevent the nursery from seeking an early resolution through discussion where this is appropriate.

Where a parent raises a concern directly with the Nursery Manager or another senior member of the organisation, this does not automatically mean that the concern needs to begin at a later stage of this procedure. The appropriate starting point will be determined by the nature and seriousness of the concern and any action already taken to address it.

Nothing within the early resolution process will delay or replace any safeguarding action, statutory notification, investigation, recording requirement or regulatory obligation that applies to the matter raised.

WHEN FORMAL RECORDING OR INVESTIGATION IS REQUIRED

A complaint will normally require formal recording and/or investigation where:

- it relates to a requirement of the Early Years Foundation Stage or another applicable regulatory requirement;
- it involves a safeguarding concern or allegation;
- it alleges serious or inappropriate conduct by an educator;
- it involves a significant health and safety concern;
- it concerns equality, discrimination or the nursery's statutory or contractual obligations;
- the nature or seriousness of the matter requires investigation and documentation;
- the concern has previously been considered but remains unresolved;
- the Nursery Manager or senior management determines that formal recording is appropriate; or
- there is otherwise a statutory or regulatory requirement to record or investigate the matter.

Where a written complaint relates to the nursery's fulfilment of applicable childcare requirements, the nursery will investigate the complaint, maintain the appropriate written record and provide the complainant with the outcome within the required statutory timeframe.

Where appropriate, the nursery may continue to seek an early and collaborative resolution with the family while that process is taking place.

Minor day-to-day questions, requests for clarification, suggestions or feedback which can be resolved promptly and do not meet the threshold for formal recording do not ordinarily need to be entered into the official Complaints File. Managers may nevertheless make an internal note where this would be helpful.

If a concern is repeated, escalates in seriousness or indicates a wider pattern, the Nursery Manager must reconsider whether formal recording or further investigation is required.

COMPLAINTS PROCEDURE

STAGE 1 | EARLY RESOLUTION

Stage 1 is the normal starting point for concerns and complaints where the nature of the matter does not require immediate escalation.

The purpose of Stage 1 is to understand the parent's concern, establish the relevant facts and seek to resolve the matter promptly, fairly and collaboratively.

Parents and carers are encouraged to raise concerns as soon as possible with an appropriate member of the nursery team. Depending upon the circumstances, this may be their child's Key Person, an educator, Room Quality Lead, senior member of staff or member of the nursery management team.

MANAGEMENT OVERSIGHT

All complaints, and significant concerns requiring follow-up, must be brought to the attention of the Nursery Manager.

The Nursery Manager will determine the appropriate level of involvement required. This may range from maintaining oversight while another senior member of staff resolves the matter, through to personally speaking with the parent and reviewing the circumstances.

The fact that the Nursery Manager is aware of or directly involved in resolving a concern does not mean that the matter has progressed beyond Stage 1.

ESTABLISHING WHAT HAPPENED

Before reaching conclusions, the nursery should establish the relevant facts proportionately to the concern raised.

Depending upon the circumstances, this may include:

- speaking with the parent or carer;
- speaking separately with relevant educators or other individuals;
- clarifying what was said or what occurred;

- reviewing relevant nursery records or information;
- establishing whether there has been a misunderstanding or difference in recollection;
- considering whether any action or learning is required; and
- providing an explanation, reassurance or apology where appropriate.

The extent of this fact-finding should be proportionate. Stage 1 is intended to facilitate prompt resolution and should not become unnecessarily procedural where a matter can be established and resolved straightforwardly.

RESOLVING THE CONCERN

Where the relevant facts have been established and the parent's concern can be satisfactorily addressed, the nursery should explain the outcome clearly and provide the parent with an opportunity to ask questions.

Resolution at Stage 1 might include:

- clarification of a misunderstanding;
- an explanation of what occurred;
- reassurance;
- an apology;
- acknowledgement that something could have been handled differently;
- corrective action;
- feedback or guidance to educators;
- an agreed change or follow-up action; or
- another proportionate response.

Where appropriate, the Nursery Manager should be satisfied that the concern has been appropriately addressed before the matter is considered concluded.

Where the parent remains dissatisfied, or the matter cannot appropriately be resolved at Stage 1, it should progress to Stage 2.

STAGE 2 | FORMAL MANAGER REVIEW

Stage 2 does not represent the first involvement of the Nursery Manager.

Stage 2 provides a more formal level of review where a concern has not been satisfactorily resolved through Stage 1, or where the nature or seriousness of the complaint means that a formal Manager Review is appropriate.

A complaint may progress to Stage 2 where:

- the parent remains dissatisfied following the Stage 1 response;

- attempts at early resolution have not resolved the concern;
- there are significant disputed facts requiring further investigation;
- the matter is recurring;
- a more detailed investigation is required;
- a formal written outcome is appropriate; or
- the Nursery Manager determines that the nature of the concern warrants Stage 2 consideration.

The Nursery Manager will review the complaint and any action already undertaken at Stage 1 and determine what further investigation is necessary.

This may include:

- reviewing the parent's original concern and the Stage 1 response;
- speaking with the parent;
- obtaining further accounts from relevant individuals;
- reviewing nursery records, documentation or other relevant information;
- considering any conflicting evidence or recollections;
- determining findings where reasonably possible;
- identifying any action, learning or improvement required; and
- providing the parent with a formal outcome.

Parents may be invited to provide any outstanding concerns in writing or use the Parent Complaint Form at Appendix B.

Where the parent has already provided sufficient information by email, letter or other written correspondence, they will not ordinarily be required to duplicate this information by completing an additional form.

Where a parent is unable to provide information in writing due to language barriers, literacy difficulties, disability or another accessibility need, the Nursery Manager will document the information on their behalf and confirm its accuracy with them.

Complaints requiring formal investigation or recording will be dealt with in accordance with applicable statutory and regulatory requirements, including any applicable response timescales.

Where the parent is satisfied with the outcome, the complaint will be concluded.

Where the parent remains dissatisfied following the Stage 2 Manager Review, they may request progression to Stage 3.

STAGE 3 | FORMAL MEETING AND SENIOR REVIEW

Where the parent remains dissatisfied following the Stage 2 Manager Review, a formal meeting may be arranged.

The meeting will ordinarily involve:

- the parent or carer;
- the Nursery Manager; and
- an appropriate senior member of staff or representative of the organisation.

The involvement of a senior representative at this stage provides an additional level of oversight and an opportunity to review both the parent's outstanding concerns and the nursery's response.

The purpose of the meeting is to:

- identify which aspects of the complaint remain unresolved;
- review the investigation and findings provided at Stage 2;
- allow the parent to explain why they remain dissatisfied;
- clarify any outstanding differences in understanding or recollection;
- consider whether the response provided was reasonable and proportionate;
- identify whether further information is required; and
- determine whether any additional action or resolution is appropriate.

A written record of the meeting, including any agreed actions, will be maintained.

The parent will be informed of the outcome following the meeting.

Where appropriate, a copy of the relevant meeting record or written outcome will be made available to the parent, subject to confidentiality and data-protection requirements.

If the matter remains unresolved following Stage 3, the parent may request progression to Stage 4.

STAGE 4 | SENIOR MANAGEMENT TEAM REVIEW

Where a complaint remains unresolved following Stage 3, the parent may request a review by a member of the Senior Management Team.

Where reasonably practicable, the review should be undertaken by a senior person who has not been directly responsible for the previous decision.

The purpose of Stage 4 is not necessarily to repeat the investigation from the beginning. It is to independently consider whether the complaint has been appropriately investigated, whether the conclusions reached were reasonable based upon the information available, and whether the nursery's complaints procedure has been followed appropriately.

The SMT reviewer may consider:

- the original concern or complaint;
- the Stage 1 response;
- the Stage 2 investigation and findings;
- the Stage 3 meeting record;
- relevant correspondence and documentation;
- any additional information provided by the parent; and
- any other information reasonably necessary to complete the review.

The SMT reviewer may:

- confirm the previous outcome;
- request further investigation or clarification;
- identify additional actions or learning;
- amend the proposed resolution; or
- determine that further escalation is appropriate.

The outcome of the review will be communicated to the parent in writing.

Where the parent remains dissatisfied following Stage 4, they may request progression to Stage 5.

STAGE 5 | BOARD OF DIRECTORS REVIEW

Stage 5 represents the final stage of the nursery's internal complaints procedure.

Where a complaint remains unresolved following the Senior Management Team review, the parent may request a final internal review by the Board of Directors.

The purpose of the Board review is to consider whether:

- the complaint has been appropriately investigated;
- the complaints procedure has been followed;
- the parent has had an appropriate opportunity to have their concerns considered;
- the findings reached are reasonably supported by the available information;
- appropriate action has been taken where shortcomings were identified; and
- any further action is required.

The Board may seek further information or clarification where it considers this necessary.

An independent person may be involved where the Board considers this appropriate or beneficial.

The Board will provide the parent with the final internal outcome in writing.

This decision will conclude the nursery's internal complaints process.

EXCEPTIONS TO THE STAGED PROCESS

The stages above represent the nursery's normal complaints pathway, and the nursery expects that most concerns will be capable of resolution at Stage 1.

However, it will not always be appropriate or necessary for a complaint to progress through every stage sequentially.

The nursery may commence consideration at a later stage or escalate a matter directly to senior management where the nature, seriousness or circumstances of the complaint make this appropriate.

Examples may include:

- safeguarding concerns;
- allegations against the Nursery Manager;
- allegations of serious staff misconduct;
- discrimination or equality concerns;
- significant health and safety matters;
- serious regulatory concerns;
- a potential conflict of interest; or
- circumstances where consideration at an earlier stage would clearly be inappropriate.

Similarly, a parent contacting the Nursery Manager, Senior Management Team or another senior representative directly does not automatically mean that the complaint will commence at that stage.

Where appropriate, the concern may be referred to the Nursery Manager for Stage 1 early resolution in the first instance.

This is not a downgrading or dismissal of the parent's concern. It ensures that the setting has a reasonable opportunity to establish the facts and resolve the matter at the earliest appropriate stage before additional levels of escalation are introduced.

Any decision to depart from the normal staged process should be proportionate to the circumstances and appropriately recorded.

SAFEGUARDING CONCERNS

Where a complaint contains information that may constitute a safeguarding concern or allegation, safeguarding procedures take precedence over the ordinary complaints process.

The Designated Safeguarding Lead and/or appropriate senior management must be informed immediately.

The nursery will not delay safeguarding action in order to complete Stage 1 or any other stage of the complaints procedure.

Where appropriate, the complaints process may be paused, adapted or run alongside safeguarding procedures.

Parents will be informed about the process as far as the nursery is lawfully and appropriately able to do so.

RESPONSE TIMESCALES

The nursery aims to address concerns promptly and will not unnecessarily delay responding simply because a longer statutory timeframe may be available.

Stage 1 concerns should ordinarily be addressed as soon as reasonably practicable.

Where further investigation is required, the parent should be kept appropriately informed.

Where a statutory requirement applies to investigate a written complaint and notify the complainant of the outcome within 28 days, the nursery will comply with that requirement.

The 28-day period should be regarded as the maximum applicable statutory timeframe rather than the nursery's normal target for responding to concerns.

CONTACTING OFSTED

Parents and carers have the right to contact Ofsted where they have concerns about a registered childcare provider.

For concerns that are capable of being addressed by the nursery, parents are encouraged to use the nursery's complaints procedure first so that we have an opportunity to understand, investigate and respond to the concern.

This does not prevent a parent from contacting Ofsted directly, particularly where they believe there is a safeguarding, regulatory or other serious concern.

Ofsted's role is to consider information relevant to a childcare provider's compliance with regulatory requirements. Ofsted does not ordinarily act as an appeal body for individual disagreements between parents and childcare providers.

Current contact information for Ofsted should be obtained through GOV.UK.

At the date this procedure was last reviewed, Ofsted's childcare complaints telephone number was:

0300 123 4666

As contact information may change, parents should refer to GOV.UK for the most current details.

RECORDS AND CONFIDENTIALITY

The nursery will maintain appropriate records of complaints in accordance with applicable statutory and regulatory requirements.

Records may include:

- the name of the complainant;
- the nature of the concern or complaint;
- relevant dates;
- information considered;
- investigation or fact-finding undertaken;
- actions taken;
- findings and outcomes;
- communication with the parent; and
- any learning or changes arising from the complaint.

Not every Stage 1 conversation requires a formal Complaint Form. However, significant concerns, recurring concerns, matters requiring follow-up and complaints subject to formal or statutory recording requirements must be appropriately documented.

Complaint records will be retained for at least the minimum period required by applicable legislation and regulatory requirements.

Information relating to complaints will be handled confidentially and shared only where there is an appropriate reason to do so.

Parents may request access to information relating to themselves or their child. Any such request will be handled in accordance with applicable data-protection requirements.

Complaint records may contain personal or confidential information relating to other children, families, educators or third parties. Such information will not automatically be disclosed and may need to be withheld or redacted where appropriate.

Nothing within the complaints procedure entitles one family to receive confidential information about another child or family.

Ofsted or another authorised regulatory or statutory body may inspect or request relevant complaint records where legally entitled to do so.

APPENDICES

The following appendices support the consistent application of this procedure.

Appendix A | Examples of How Concerns May Be Handled

Provides examples to help families and educators understand how the procedure may operate in practice. These examples are illustrative only. The circumstances and seriousness of each concern must always be considered individually.

Appendix B | Parent Complaint Form

Available for parents who wish to provide their concerns in a structured written format. Use of the form is not mandatory where the nursery has already received sufficient written information to understand and investigate the complaint.

Appendix C | Internal Complaint Record

Used internally by management where a concern or complaint requires formal recording.

APPENDIX A | EXAMPLES OF HOW CONCERNS MAY BE HANDLED

The examples below are guidance only. The individual circumstances, seriousness, frequency and potential impact of a concern must always be considered.

EXAMPLE 1 | DAY-TO-DAY CONCERN

Concern:

A parent says their child did not eat much lunch and asks whether more variety could be offered.

Likely approach:

Stage 1. Discuss with the parent, establish what the child was offered and ate, provide clarification and consider feedback to the kitchen or room where appropriate.

Formal complaint recording would not ordinarily be required.

EXAMPLE 2 | HANDOVER CONCERN

Concern:

A parent says that drop-off or collection felt rushed or disorganised.

Likely approach:

Stage 1. Listen to the parent's experience, consider staffing and routines, provide an explanation where appropriate and address any identified issue.

The Nursery Manager should be made aware where the concern requires follow-up or indicates a recurring issue.

EXAMPLE 3 | ADMINISTRATIVE ERROR

Concern:

A parent identifies an incorrect nappy time or another minor discrepancy in their child's daily record.

Likely approach:

Stage 1. Establish what happened, correct the information and apologise where appropriate.
Repeated errors should be brought to the Nursery Manager's attention and may require further action.

EXAMPLE 4 | CONFIDENTIALITY CONCERN

Concern:

A parent believes information about their child has been disclosed inappropriately to another family.

Likely approach:

Stage 1 may remain appropriate while the Nursery Manager establishes the facts.

This may include speaking separately with the relevant individuals and establishing how the information became known before reaching a conclusion.

If the information establishes that there has been a misunderstanding, this should be explained to the parent and the concern may be resolved at Stage 1.

If evidence indicates that confidential information was inappropriately disclosed, the Nursery Manager should determine what further action, recording or escalation is required.

EXAMPLE 5 | RECURRING CARE CONCERN

Concern:

A parent repeatedly reports their child coming home in soiled clothing without an adequate explanation.

Likely approach:

Management oversight is required. Relevant care records and practice should be reviewed. Depending upon the circumstances and any previous attempts at resolution, the matter may require Stage 2 formal review.

EXAMPLE 6 | DIETARY CONCERN

Concern:

A parent reports that their child's dietary requirements are repeatedly not being followed.

Likely approach:

The Nursery Manager must be informed. Relevant information should be reviewed promptly and any immediate risks addressed. Formal recording or investigation may be required depending upon the circumstances.

EXAMPLE 7 | EDUCATOR CONDUCT CONCERN

Concern:

A parent alleges inappropriate language, tone or behaviour by an educator.

Likely approach:

The Nursery Manager must be informed.

The concern should be treated seriously without assuming that the allegation has been established. The parent's account and the relevant educator's account should be obtained, together with any other relevant information.

The seriousness and circumstances will determine whether Stage 1 remains appropriate or whether formal investigation or another procedure is required.

EXAMPLE 8 | REPEATED UNRESOLVED CONCERN

Concern:

A parent has previously raised concerns that they are not consistently being informed when their child has had a minor accident or incident during the nursery day. The concern was discussed and addressed at Stage 1, with the nursery agreeing to reinforce the expected communication and recording procedures. The parent subsequently raises the concern again after a further occasion where they believe they were not appropriately informed.

Likely approach:

The matter should normally progress to Stage 2. Although the original concern was appropriate for Stage 1 early resolution, the same issue has arisen again following previous discussion and agreed action.

The Nursery Manager should undertake a more formal review to establish why the previous action has not resulted in sustained improvement, review the relevant records and practice, and determine whether any further action, guidance or monitoring is required.

EXAMPLE 9 | SAFEGUARDING CONCERN

Concern:

A concern involves possible neglect, inappropriate physical handling, an allegation that may meet a safeguarding threshold or a potential breach of safeguarding procedures.

Likely approach:

Refer immediately to the Designated Safeguarding Lead and follow the Safeguarding Children Policy.

Safeguarding action must not be delayed in an attempt to complete Stage 1.

APPENDIX B: PARENT COMPLAINT FORM

Parents wishing to raise a formal complaint must complete the following form and return it to the Nursery Manager. This ensures clarity, consistency, and that the complaint can be appropriately followed up and recorded in the official Complaints File. We will respond in writing to all complaints investigated as soon as reasonably possible and within 28 days of this form being issued.

Section 1: Complaint Details

Parents and carers may use this form where they wish to provide a complaint in writing.

Completion of this form is not required where the nursery has already received sufficient written information to understand and investigate the concern.

Field	Details
Nursery Name	
Date	
Parent/Guardian Name	
Child's Name	
Room/Key Educator	

Section 2: Your Concern

Please describe your concern, including relevant incidents, dates, times and individuals where known.

Where possible, please distinguish between what you personally witnessed or experienced, information provided to you by somebody else, and anything you believe may have occurred but which has not yet been established.

You are not expected to investigate the matter yourself. This information simply helps us understand your concern accurately and establish the relevant facts.

Question	Response
Description of concern (include specific incidents, dates, times, and individuals involved):	
Have you discussed this with your child's key educator or room quality lead?	☐ Yes ☐ No
If yes, what was the outcome?	
Have you already raised this with the Early Years Manager or another member of management?	☐ Yes ☐ No
If yes, who and when?	

Section 3: What Remains Unresolved?

If you have already discussed the concern with us, please explain what you feel remains unresolved or requires further consideration:

Question	Response
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What Remains Unresolved?	
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Section 4: Desired Outcome

What would you like the nursery to consider or do in response to your concern?

Question	Response
What outcome or resolution are you seeking?	

Section 5: Supporting Information

Please identify or attach any information you believe may assist us in understanding your concern:

Question	Response
Supporting information (e.g., documents, photos):	

Section 6: Declaration

I confirm that the information I have provided is accurate to the best of my knowledge.

Statement	Response
I confirm the information I have provided is accurate to the best of my knowledge.	
Signature	
Date	

APPENDIX C: NURSERY INTERNAL COMPLAINT RECORD FORM

Section	Details
Date Received:	
Time Received:	

Received By (Staff Name):	
Parent/Carer Name:	
Child's Name:	
Nature of Complaint:	<i>(Brief summary)</i>
Details of Complaint (as described by parent/carers):	<i>(Full description, including key concerns, dates, and people involved)</i>
Initial Actions Taken:	<i>(E.g., staff spoken to, parent reassured, room checked)</i>
Follow-Up Required:	<i>Yes / No</i>
Manager's Comments/Investigation Outcome:	<i>(Summary of findings, decision, and rationale)</i>
Actions Taken and Changes Made (if applicable):	<i>(E.g., new procedure implemented, staff retraining, resource adjustments)</i>
Date of Response to Parent/Carer:	
How Response Was Given:	<i>Verbal / Written / Meeting</i>
Was the Complaint Resolved?	<i>Yes / No</i>
Signed (Staff/Manager):	
Signed (Parent/Carer – if meeting held):	

Version	Updated	By	Authorisation Status
1.1	04/2022	Compliance Officer	
2.0	06/2025	Area Manager	
3.0	06/2026	Director	