



Complaints and Compliments Policy

Loversall Farm Day Nursery believes that parents are entitled to expect courteous, prompt and careful attention to their individual needs and wishes. We always hope that you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

All compliments will be recorded and shared with staff.

We welcome any suggestions from parents as to how we can improve our service and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising are handled sensitively and effectively to ensure the welfare of all children, enable ongoing cooperative partnerships with parents and to continually improve the quality of the nursery. If we are not able to resolve a concern informally, there is a formal complaints procedure outlined below.

In case of a complaint relating to child protection, please refer to the Child Protection and Safeguarding Policy.

We welcome any suggestions from parents as to how we can improve our service and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Internal Complaints procedure

Stage 1

If any parent should have a concern or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/Room Supervisor, or where appropriate the manager/business manager. It is important that parents are asked if they are, at this point, making a formal complaint. If a parent is making a formal complaint the manager must issue them with a copy of the complaints procedure and tell them to follow stage two of the procedure.

Stage 2

If the issue/concern raised in stage one remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing as a formal complaint to the Nursery Manager (complaint forms are available from the Nursery Manager). The manager will accept receipt of the complaint, in writing, within five working days. We aim to complete all

investigations within 28 days as identified within the EYFS (2025), however we appreciate that a more rapid conclusion would be beneficial to all parties involved. The findings of the investigation will be shared with the complainant with confidentiality being maintained throughout. This will be fully documented on the complaints form and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still unresolved, a formal meeting will be held between the Nursery Manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time where they have a concern, including at all stages of the complaints procedure, and are provided with Ofsted contact details.

Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be adhering to the requirements of the nursery's registration.

Ofsted risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not being met.

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will only be accessible by the parties involved. The setting will follow the Information Sharing Guidance 2024 and the General Data Protection Regulations (GDPR), when sharing information. Ofsted will have access to this record at any time during visits to ensure actions have been addressed appropriately.

The address for Ofsted's regional office is:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone number: 0300 123 1231 or **0300 123 4666 (complaints number)**

Email: enquires@ofsted.gov.uk

Early Years 15 and/or 30 hours funding for children from 9 months to 4 years of age

Loversall Farm Day Nursery offers 15/30 hours funding for all eligible children. All funding places are dependent on our availability. Loversall Farm Day Nursery offers all funded places on a stretched basis for 51 weeks of the year therefore funding is proportionate from the term in which children become eligible. The funding does not cover food or resources so there will be a cost to parents as follows:

Full day - £11 (this includes all food and resources)

Morning session - £6.00 (this includes all meals and resources for a morning session)

Afternoon session - £5.00 (this includes all meals and resources for an afternoon session)

Costs for meals and resources will be invoiced to parents in the usual way.

If in the event parents do not wish to pay for meals or resources, they can provide their children with a packed lunch and provide the resources themselves so their children can still access a high quality provision and curriculum. If parents wish to provide a packed lunch for their children, they will need to work closely with the management team to ensure the content of any lunch box is healthy, balanced and nutritious and that they are adhering to our allergy and food policy. It is the responsibility of the parent to provide a list of ingredients included in the lunch box so the nursery can safeguard all children, particularly children with allergies or any specific dietary requirements. If you have any concerns or complaints regarding any aspect of the funding an email highlighting the issue should be sent to:

Joannelee27@aol.com

If you feel the issue has not been addressed adequately then concerns must be shared with the local authority by contacting:

earlyeducation@doncaster.gov.uk or by writing to:

Early Education Funding

3rd Floor

Civic Office

Waterdale

Doncaster

DN1 3BU

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after the report has been published the nursery will provide a copy of the report to parents, a copy will also be displayed within the foyer.

This policy was adopted on	30 August 2018
Signed by the manager on behalf of the nursery	
Date of next review	September 2026