



Complaints Procedure

At Jumpin Jacks Day Nursery we follow the guidance from the EYFS Statutory Framework (2025) which states “Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints and their outcome.” (Pg 43, point 3.98-3.99).

To ensure that this is implemented we: -

- Have a written procedure in place for dealing with concerns and complaints from parents/carers, keeping a written record of these and their outcome.
- Ensure all written complaints relating to the fulfilment of the EYFS requirements are investigated, notifying complainants of the outcome of the investigation within 28 days of having received the complaint.
- Ensure records of complaints are made available to OFSTED on request.
- Make parents aware of how to contact Ofsted if they believe we are not meeting the EYFS requirements

Dealing with complaints:-

- In line with our confidentiality policy any complaint records (including records of both staff and children) will be stored away in the lockable nursery office and no one will have access to these files except members of the management team. Any records of complaints will be kept for 22 years in line with Human Rights.
- Make available to parents/carers details about how to contact OFSTED should they believe that us as providers are not meeting the EYFS requirements.

Procedure to make a complaint:-

- If a parent/carer is dissatisfied with the service we provide or an aspect of their child's care and express this through a verbal informal complaint, then they can discuss this with a member of the management team. Any discussions taken place will be recorded and addressed, implement any actions should they be identified. A record of this will be placed in the

"complaints file" which is kept in the lockable nursery office in line with our confidentiality policy.

- Should a parent/carer wish to make a written complaint then they should do this by sending an email or writing a letter. , they will be given a "complaint form" to fill out which should be handed back to a member of the management team. This form will be acknowledged in writing within 5 working days of receipt.
- All complaints made to the nursery, both written and verbal will be investigated by a member of the management team in liaison with the nursery director.
- Any complaints, written or verbal will be recorded in the complaints file and acted upon. Any actions taken from the complaint will be recorded and a copy of the actions taken will be passed onto the parent/carer. This will be completed within 28 days of the complaint being made.
- If the parent/carer is not satisfied with the action taken by the nursery then they can take this further with the nursery director, Julie Howarth.
- If a parent/carer is still not satisfied with outcomes taken by the nursery then they are able to contact Ofsted. Any parents/carers with any child protection or safeguarding concerns should also contact Ofsted and they are made aware of how to do this along with contact information for Ofsted via Nursery notice boards.

Ofsted Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Ofsted Telephone Number: 0300 123 4666

- This policy is uploaded on to the Tapestry online system which is accessible for all parent/carers to read. Parents/carers are informed in the nursery information booklet of how they are able to make a complaint. If requested, parents/carers are provided with a copy of the complaints procedure.
- Parents/carers are made aware of nursery policies and procedures during the registration process and they are available to access at any time in the manager's office.

- If the setting becomes aware that we are to be inspected by Ofsted parents/carers will be informed and a notice will be displayed in the nursery entrance so parents are aware that Ofsted will be in the setting should they wish to speak to them.
- Once Ofsted have inspected the setting and we receive our report we will post a link on our Facebook page for parents/carers to look at the report. We will also display a copy of the report on our parents/carers display board.
- Should Ofsted request, a copy of all complaints will be provided and the outcomes that were made, including the response given to the parent/carer who made the complaint. This information is all stored together in the complaints file.
- If a complaint is made against a specific member of staff then a full investigation will be carried out by a member of the management team in liaison with the nursery director and if necessary, the disciplinary and/or grievance procedure will be followed. If the complaint is against a member of the management team then this will be dealt with by a different member of management again in liaison with the nursery director.
- If the complaint made is regarding a child protection issue then the safeguarding children policy will be followed, Ofsted, The local authority and if necessary the LADO will be informed of the complaint and the action that the nursery has taken.
- If we are concerned that a data breach has been made this will be reported to the ICO by a member of the management team within 72 hours.

This policy will be reviewed:-

- At least annually
- Whenever changes to legislation are produced
- Following a complaint

When any changes are made to this policy all staff will be informed and asked to sign to say they have read and understand the changes and all parents will also

be informed.

This policy links to all other policies and procedures implemented at Jumpin Jacks Day Nursery.

This policy was implemented By Kirsty Ward on 14th August 2025

Please not all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior