

COMPLAINTS POLICY & PROCEDURE

Approving Body	Trust
Date of Last Review	April 2025
Statutory (Y/N)	Y
Responsible Officer	BMAT CEO for and on behalf of the Trust

1. Introduction

- 1.1. We aim to provide the highest quality of care and education for all children who attend our nursery. However, we recognise that there may be occasions when parents or carers feel that they need to raise a concern or make a complaint.
- 1.2. We welcome feedback from parents and carers and see it as an opportunity to improve our service.
- 1.3. This policy outlines our procedure for dealing with complaints and is designed to ensure that all complaints are handled fairly, consistently, and in a timely manner.
- 1.4. We will ensure that all complaints are dealt with in accordance with the relevant legislation and guidance.

2. Definition of a Complaint

- 2.1. A complaint is defined as an expression of dissatisfaction, either written or verbal, about any aspect of the nursery's provision.

3. Procedure

- 3.1. All complaints will be taken seriously and will be dealt with promptly and confidentially.
- 3.2. Parents and carers are encouraged to raise any concerns with the Head of Nursery in the first instance.
- 3.3. If the matter cannot be resolved informally, the complainant should put their complaint in writing to the Head of Nursery.
- 3.4. The Head of Nursery will acknowledge receipt of the complaint within 3 working days and will investigate the matter.
- 3.5. The Head of Nursery will provide a written response to the complainant within 28 working days of receiving the complaint.
- 3.6. If the complainant is not satisfied with the response, they may appeal to the nursery's governing body.
- 3.7. The nursery's governing body will acknowledge receipt of the appeal within 3 working days and will investigate the matter.
- 3.8. The nursery's governing body will provide a written response to the complainant within 28 working days of receiving the appeal.
- 3.9. If the complainant is still not satisfied, they may contact Ofsted.

4. Monitoring and Review

- 4.1. This policy will be reviewed annually to ensure that it remains up-to-date and effective.
- 4.2. Any changes to the policy will be communicated to parents and carers.