Harvey Bears Nursery and Preschool

Complaints Procedure for Parents and Service Users

Date of last review	September 2026
Signature of registered provider	*C. Hall* Committee Chair

We hope that any disputes would be settled in house. Parents are informed on the way to make a formal complaint, and all complaints are taken seriously.

- If a parent is unhappy about any aspect of their child's care or how he/she has been treated this should be discussed with the child's keyperson. If this is a safeguarding matter this should be discussed with the Designated Safeguarding Officer. These people will listen and acknowledge what the parent is worried about. The issue and how it was resolved should be recorded on the child's file and in the complaints file. If a complaint relates to serious harm to a child caused by a member of staff, then the allegations against staff, volunteers or agency procedure will be followed.
- If a parent is not happy with the response offered by the setting, then the complaint should be taken to the manager and management committee. Some parents will prefer to make this complaint in writing, or verbally. The setting manager will write down the main issues of the complaint and keep it in the child's file and the Complaints file.
- If appropriate the complaint will be investigated and time provided to feedback any decisions back to the parent within 28 days. Any decision will be kept on the child's file.
- If the parent is still not satisfied, or if the complaint is about the setting manager, the complaint is forwarded to the Committee.
- If the parent/carer is still not satisfied they are entitled to appeal the outcome verbally or in writing to the Committee Chairperson. They will pass the complaint on to the rest of the committee, for further investigation. The complaint will be dealt with within 14 days.
- If the complainant believes that the matter has not been resolved and there has been a breach of EYFS requirements, they are entitled to make a complaint to OFSTED. The Manager will comply with any complaint investigation, as well as providing documentation that records the steps that were taken in response to the original complaint.
- The Manager ensures that all parents know how to complain to OFSTED by telephone or in writing by pointing them to the notice board.

Policy Review

These policies and procedures are a working document and can be added to and changed as and when necessary.

This policy will be reviewed annually or when an incident occurs or there are new local or national policies and procedures. The review process will be led by the registered provider and the DSL and include all those working in the setting.