

Complaints Policy



Policy

At Sunflower Children's Centre we are committed to maintaining open, respectful, and constructive communication with all families. We understand that concerns may occasionally arise, and we encourage parents and carers to raise these directly with the nursery team in the first instance.

We aim to ensure that any complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review operating procedures.

We recognise that a complaint which is not resolved quickly and fairly can soon become a cause of concern and so we need to know as soon as possible if there is any cause for dissatisfaction. Parents should never feel that making a complaint will adversely affect any child or their opportunities whilst at the nursery.

We kindly urge all families to follow our internal Complaints Procedure so that we have the opportunity to address and resolve matters promptly and effectively. This process ensures that concerns are handled fairly, consistently, and in partnership with those involved.

Should a parent or carer feel that their concern has not been satisfactorily resolved after following the full complaints process, they retain the right to contact Ofsted. We kindly ask that families allow the nursery the opportunity to respond and take any necessary action before considering further steps. We're committed to working together to resolve concerns thoughtfully and promptly.

Procedure

We will keep a record of any complaints. All written complaints must be acknowledged in writing within two working days or as soon as reasonably possible. Where possible the investigation of the complaint should be completed within 28 calendar days of the written complaint being received and an outcome letter issued.

Where a complaint has more than one element it is important to separate out the issues and respond to each separately. Any safeguarding elements within the complaint will be prioritised in line with our safeguarding procedures.

Making a complaint

When a concern has been raised about any aspect of the child's care, Sunflower Children's Centre follows the following procedure:

First stage: Initial Resolution of Concerns

In the first instance, we encourage parents and carers to raise any concerns directly with their child's Key Person or Room Leader. Wherever possible, concerns should be shared on the same day they arise to allow for timely and effective resolution.

The staff member receiving the concern will make every reasonable effort to address the issue promptly and professionally, ensuring that the matter is handled with care, discretion, and in partnership with the family.

Complaints Policy



Stage Two: Escalation to Nursery Manager

If a concern remains unresolved following initial discussion with the Key Person or Room Leader, parents and carers are encouraged to escalate the matter to the Nursery Manager.

Upon receiving the complaint, the Nursery Manager will acknowledge it promptly and initiate a thorough investigation where appropriate. Every effort will be made to resolve the issue constructively and in partnership with the family, ensuring that all concerns are addressed with fairness, transparency, and sensitivity.

Stage Three: Final Escalation

If a parent or carer feels that their concern has not been satisfactorily resolved following discussions with the Nursery Manager, they have the right to escalate the matter further.

At this final stage of the nursery's internal complaints procedure, the complaint should be submitted in writing to the Early Years & Operations Director, who will review the details and respond in line with the nursery's formal complaints process.

This stage represents the conclusion of our internal resolution pathway, and every effort will be made to address the matter thoroughly, fairly, and in partnership with the family.

Parents may complain to Ofsted by telephone or in writing at:

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

These details are displayed on our setting's notice board

Further guidance

- Ofsted website

<https://www.gov.uk/government/organisations/ofsted>

Linked Policies

Investigations, Disciplinary & Grievance Policy

Making Notifications to Ofsted Policy