

Compliments and Complaints Policy



Approved by: Trust Safeguarding Lead

Date: April 2026

Last reviewed in: April 2026

Next review due by: April 2028

DOCUMENT CONTROL

Changes History

Issue No	Date	Amended by	Summary of Changes
1	April 2026	Jemma Lynch, Trust Safeguarding Lead Karen Davies & Laurel Parry, Nursery Managers	Strengthened the wording with regard to dignity first identification and discreet multi-step checks (point 6)

Authorisation (Responsible Owner)

Name	Role	Approval Date
Karen Davies	Nursery Manager - Chalkstone	1 April 2026
Laurel Parry	Nursery Manager – Norton	1 April 2026

Distribution List – Once authorised (Informed)

Name	
Nursery Managers and Deputy Managers	For uploading to Family and distributing to parents and carers
Dave Gooderam	For uploading to the Nursery websites

Review Period

Date Document Reviewed	By Whom
April 2026	Nursery Managers

1. Policy Statement

At Unity Stars Nursery we are committed to delivering the highest standard of care and education and to treating every parent and carer with care, courtesy and respect. We value open, two-way communication and see feedback as essential to continual improvement.

We love to hear what's going well. Parents and carers are encouraged to share compliments with the staff member(s) involved or the management team. All compliments are logged, acknowledged, and shared with the team to recognise great practice and reinforce what works.

We also welcome suggestions for improvement and will give prompt, professional attention to any concern raised. Concerns are handled fairly and sensitively, with an initial acknowledgement within two working days and a response or agreed next steps within ten working days (or sooner where a child's welfare may be affected). We keep a clear record of the issue, actions taken and outcomes, and use learning to improve practice while maintaining a constructive partnership with families.

Clear information on how to raise a concern or make a formal complaint, including escalation routes and how records can be reviewed by the appropriate authorities, is provided in our Compliments, Suggestions and Complaints procedure. We expect all interactions—by families and staff—to be respectful so that issues can be resolved quickly and in the best interests of the child.

1. Compliments Procedure

We warmly welcome compliments from children, parents and carers as they help us recognise great practice and motivate our team. You can share a compliment in person, by phone, via email at info@unitystars.org.uk, or in writing to the Nursery Manager at

Unity Stars, Chalkstone

Chalkstone Way
Haverhill
CB9 0LB

Unity Stars, Norton

Norton Road
Haverhill
CB9 8LU

All compliments are logged, acknowledged within 5 working days, and shared with the staff member(s) named and the wider team as appropriate. If you are happy for us to do so, we may use anonymised comments in newsletters, displays or social media; we will always seek written consent before publishing any identifiable feedback.

Compliments form part of our ongoing quality assurance and are reported in termly reviews to the Trust to celebrate success and inform continuous improvement.

2. Internal complaints procedure

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding children and child protection policy.

Stage 1

If any parent should have cause for 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, a senior member of staff or room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2

If you remain dissatisfied with the outcome from stage 1, parents and carers can raise a formal complaint to the Nursery Manager (unless they are about the Nursery Manager), via the nursery office. This may be done in person and in writing using the Complaints Form (Appendix 1). The Nursery Manager will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 2 working days.

The Nursery Manager, or nominated senior leader from the Trust, will investigate and seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Nursery Manager can consider whether a face-to-face meeting is the most appropriate way of doing this.

Note: Whilst the Nursery Manager may delegate the investigation to another member of the Nurseries senior leadership team or member of The Trust, the ultimate decision will be theirs.

During the investigation, the Nursery Manager (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- keep a written record of any meetings/interviews in relation to their investigation

Complaints about the Nursery Manager at stage 2.

If the complaint is about the Nursery Manager, either the Trust Director of Education, Trust Safeguarding Lead or an independent adviser from outside the Trust, will be appointed by the Trust to complete all the actions at Stage 2.

Conclusion of stage 2

At the conclusion of their investigation, the Nursery Manager or Investigating Officer will provide a formal written response within 10 working days of the date of receipt of the complaint. If the Nursery Manager or Investigating Officer is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it.

Where appropriate, it will include details of actions the Trust will take to resolve the complaint. The Nursery Manager or Investigating Officer will advise the complainant how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to the parent or carers satisfaction, then parents/carers have the right to raise the matter with Ofsted. Parents/carers will be made aware that they can contact Ofsted whenever they have a concern, including at all stages of the complaints procedure, and information on how to contact Ofsted is displayed in the setting.

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

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time, complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents/carers will be able to access this record if they wish to raise a Subject Access Request (SAR). All personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted: Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD