

Complaints and Compliments Policy

Linskill Nursery | Updated October 2026

Linskill Nursery values open, respectful relationships with parents and carers. We welcome compliments, suggestions and concerns because they help us recognise good practice, resolve issues early and improve the quality, safety and consistency of our provision.

We will respond to concerns and complaints fairly, promptly and proportionately, with the welfare and best interests of children at the centre of our decision-making. No child or family will be treated less favourably because a concern or complaint has been raised.

Policy author	Louise Cervantes-Community Programme Manager
Applies to	Parents/carers and complaints about nursery provision, practice or service
Oversight	Nursery Sub-group
Review	Annually, or sooner following significant legal/regulatory or organisational change

Purpose and scope

This policy explains how Linskill Nursery will receive, investigate, respond to and learn from concerns and complaints. It covers complaints about the nursery service, including care, education, communication, decisions, policies, procedures and the conduct of staff where this affects the service received.

This policy is not a substitute for the organisation's employee grievance, disciplinary, whistleblowing, safeguarding or low-level concerns procedures. Where a complaint raises an employment or safeguarding matter, the appropriate procedure will also be followed. The complainant will be told this where appropriate, but confidential employment information will not be shared.

Our principles

- Children's safety, welfare, wellbeing, and education come first.
- Concerns should be resolved as close to the point of service as possible, where this is appropriate and safe.
- Complainants will be listened to respectfully and given a clear explanation of the process and likely timescales.
- Investigations will be fair, objective and evidence-based. We will gather relevant information from all sides and will not start from an assumption that a complaint is either proven or unfounded.
- People who are the subject of a complaint will be treated fairly, informed of the concerns relevant to them and given a reasonable opportunity to respond.
- Information will be shared only with those who need it for the purpose of handling the complaint, safeguarding children, meeting legal duties or obtaining appropriate advice.
- We will make reasonable adjustments to support access to the complaints process, including support with communication or putting a complaint in writing where needed.



- We will identify learning and improvement actions, and Nursery Sub-group oversight will be used to identify themes, repeated concerns and assurance that actions are completed.

Compliments and suggestions

Compliments may be shared directly with staff, by email to nursery@linskill.org or through the Family app. We may share positive feedback with the staff concerned and use anonymised themes to recognise good practice. Suggestions for improvement are also welcomed and will be considered by the appropriate manager.

How to raise a concern or complaint

Parents and carers can raise a concern verbally or in writing. We will not insist that an issue is put in writing before we listen to it or try to resolve it. However, a formal complaint should normally be recorded in writing so that the issues to be investigated are clear. Where a parent/carer has difficulty putting their complaint in writing, a manager will offer reasonable support to record it accurately and confirm the agreed wording with them.

A complaint should, where possible, explain what happened, when it happened, who was involved, the impact of the issue, any relevant evidence and what the complainant would like us to consider as a resolution.

Stage 1 – Early resolution

Where appropriate, a parent/carer is encouraged to raise a day-to-day query or concern with the child's Key Person, Room Senior or another appropriate member of the nursery team. The staff member should listen, clarify the concern, record significant issues and involve a manager where the matter cannot be resolved promptly or falls outside their authority.

Serious concerns, repeated concerns, complaints about staff conduct, safeguarding matters, discrimination, significant health and safety concerns, or issues a parent/carer does not feel comfortable raising with room staff should be referred directly to the Nursery Manager or a Deputy Manager and do not need to go through Stage 1.

Stage 2 – Formal complaint and investigation

Formal complaints should be sent to the Nursery Manager. If the complaint concerns the Nursery Manager, there is a conflict of interest, or the complainant reasonably feels unable to approach them, it should be directed to the Community Programme Manager louise@linskill.org or the Linskill Centre Chief Officer Simeon Ripley simeon@linskill.org

- We will acknowledge a formal complaint as soon as reasonably practicable, normally within 3 working days, and confirm who is handling it.
- The investigator will clarify the issues, scope and desired resolution; review relevant records, policies, communications and other evidence; and speak to relevant people where necessary.
- Where possible, the investigator will not be someone directly involved in the matters complained about. For more serious or complex matters, an appropriately independent manager, HR adviser or external investigator may be used.
- We aim to complete straightforward investigations and provide a written response within 10 working days. Where this is not possible, the complainant will be updated and given a revised timescale.

- For written complaints relating to the nursery's fulfilment of EYFS requirements, the complainant must be notified of the outcome within 28 days of the complaint being received.
- The outcome will explain the issues considered, the findings, whether the complaint is upheld, partially upheld or not upheld where this is appropriate, and any service actions or learning that can properly be shared.

Stage 3 – Nursery Sub-group review

If the complainant remains dissatisfied with the Stage 2 response, they may request a review by the Nursery Sub-group. The request should explain which part of the response remains unresolved and why. The Sub-group provides an additional layer of governance and oversight; it does not simply repeat the original investigation.

- The review will normally be considered by Sub-group members who have not been directly involved in the original complaint, as far as reasonably possible.
- The review will consider whether the complaint was handled fairly, whether relevant evidence was considered, whether the conclusions were reasonable on the information available, and whether actions and learning are appropriate.
- The Sub-group may uphold the original outcome, vary it, request further investigation, or recommend additional service improvements.
- A written review outcome will be provided. This will normally conclude the nursery's internal complaints process. The complainant does not have to sign to agree with the outcome; any factual corrections to meeting notes or records can be considered separately.

Ofsted and external escalation

Parents/carers may contact Ofsted if they believe the nursery is not meeting EYFS requirements, if they remain concerned after using the nursery process, or where the concern is one they cannot reasonably discuss with the nursery. Ofsted does not act as an appeal body for individual contractual disagreements, but it considers information about whether registered childcare requirements are being met.

Ofsted telephone	0300 123 4666
Ofsted email	enquiries@ofsted.gov.uk

Records, confidentiality and data protection

- A written record will be kept of formal complaints, relevant evidence, investigation steps, findings, outcomes and actions.
- Complaint records will be stored securely and access restricted to those with a legitimate need to know. Records may be made available to Ofsted or other statutory bodies where required.
- Personal information will be handled in line with UK GDPR, the Data Protection Act 2018 and the organisation's retention arrangements. Information will not be kept for longer than necessary, subject to statutory or regulatory retention requirements.
- Parents/carers may request information about their own personal data, but this does not create the right to receive confidential information about other children, families or employees.
- Complaint records and outcomes will be reviewed for themes and learning. Anonymised information may be reported to the Nursery Sub-group for governance and quality assurance.



Learning and continuous improvement

Complaints are an important source of learning. Managers will ensure agreed actions have an owner and timescale, check that actions are completed, and consider whether policies, staff development, communication, practice or systems need to change. Repeated or significant themes will be reported to the Nursery Sub-group so that it can provide constructive challenge and assurance.

Policy references

- Early Years Foundation Stage (EYFS) statutory framework for group and school-based providers – complaints requirements.
- Ofsted / GOV.UK guidance: Complain about childcare and Information for parents about Ofsted's role in regulating and inspecting childcare.
- Acas guidance on workplace investigations and fair handling of grievances, used as good-practice principles where a parent complaint involves an employee.
- UK GDPR and Data Protection Act 2018.
- Linskill safeguarding, allegations/low-level concerns, disciplinary, grievance and whistleblowing procedures, as applicable.

Review record

Version	Reviewed	Next review	Approved by
2026 update	October 2026	October 2027	_____