

LITTLE OAKS NURSERY

Complaints & Compliments Policy

Policy	Complaints & Compliments
Nursery	Little Oaks Nursery
Legal provider	Little Oaks Education Ltd (company number 16858208)
Manager	Elizabeth Jones
Contact	info@littleoaksed.com • 07494 528308
Adopted	23/09/2026
Review date	23/09/2027

Our approach

At Little Oaks Nursery we aim to provide high-quality care and education for every child and family. We want parents and carers to feel listened to, respected and confident raising questions, suggestions, concerns or complaints with us.

We welcome compliments and suggestions as well as concerns. Positive feedback is shared with the team, while suggestions and concerns help us reflect on our practice and improve the nursery.

We will give prompt and serious attention to concerns. We aim to resolve issues professionally, fairly and as quickly as possible while protecting the welfare of children and maintaining constructive relationships with families.

Where a concern or complaint relates to safeguarding or child protection, our Safeguarding Children and Child Protection Policy will take priority and the appropriate safeguarding procedure will be followed.

You can contact Ofsted at any stage

Parents and carers do not have to complete Little Oaks' internal complaints process before contacting Ofsted. However, where there is no immediate safeguarding risk, Ofsted normally expects concerns to be raised with the provider first.

Compliments and suggestions

We encourage parents and carers to share positive feedback with their child's key person, Room Lead, Nursery Manager or another member of the team. We record and share compliments so that good practice is recognised.

Suggestions for improving the nursery are also welcomed and will be considered by the Nursery Manager and wider team where appropriate.

Internal complaints procedure

Stage 1 - Raise the concern informally

If a parent or carer has a question or concern about their child's care, learning or nursery experience, we ask that they raise it first with the child's key person, Room Lead or another senior member of staff.

If the matter is not resolved, or the parent would prefer to speak directly to the Nursery Manager, they should raise it verbally with Elizabeth Jones. Many concerns can be resolved quickly through an open conversation at this stage.

Stage 2 - Formal written complaint

If the issue remains unresolved, or a parent or carer is dissatisfied with the outcome at Stage 1, they may submit a formal complaint in writing to the Nursery Manager.

Formal complaints can be emailed to info@littleoaksed.com or sent to Little Oaks Nursery, Barn 1 Oakbank, Bolesworth Road, Tattenhall, CH3 9HL.

The Nursery Manager will acknowledge the complaint promptly, investigate it fairly and keep a written record of the complaint, evidence considered, actions taken and outcome.

Where a written complaint relates to the nursery's fulfilment of the Early Years Foundation Stage (EYFS) requirements, Little Oaks will provide the complainant with a written outcome within 28 days of receiving the complaint.

Stage 3 - Formal review meeting

If the matter remains unresolved after the formal written response, Little Oaks will offer a meeting involving the parent or carer, the Nursery Manager and, where appropriate, another senior member of the nursery team or registered provider.

The purpose of the meeting is to review the concern, the investigation and the proposed resolution. A written record will be made of the discussion and any agreed actions. A copy will be provided to the parent or carer.

Stage 4 - Ofsted

Parents and carers may contact Ofsted at any stage if they believe Little Oaks may not be meeting the requirements of its registration. They may also contact Ofsted if they are dissatisfied with the nursery's response.

Ofsted regulates registered childcare in England. It reviews information received and decides whether regulatory action is required. Ofsted does not normally resolve individual disputes between a parent and provider.

Ofsted complaints telephone	0300 123 4666
Email	enquiries@ofsted.gov.uk
Address	Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
Information	gov.uk/complain-about-childcare

A concern about the administration of government-funded early education may also be raised with Cheshire West and Chester Council through its early years funding complaints process.

Safeguarding concerns

If a concern suggests that a child may be at risk of harm, the matter will be managed under Little Oaks' Safeguarding Children and Child Protection Policy rather than waiting for the complaints process to conclude.

If a child is in immediate danger, call 999. Concerns about a child's welfare may also be reported directly to Cheshire West and Chester children's social care in line with local safeguarding arrangements.

How complaints are recorded

Little Oaks keeps a written record of formal complaints. The record will include, where relevant:

- The name of the complainant.
- The nature of the complaint.
- The date and time it was received.
- The investigation undertaken and information considered.
- Actions taken.
- The outcome and any improvements or follow-up actions.
- The information and dated response provided to the complainant.

Complaint records are stored securely and confidentially. Information is shared only with those who need it to investigate or respond to the complaint, subject to safeguarding and legal requirements.

Little Oaks will make its record of complaints available to Ofsted on request.

Confidentiality and fairness

All complaints will be handled sensitively and fairly. We will respect the privacy of children, families and staff and will not disclose personal information more widely than necessary.

Raising a genuine concern or complaint will not adversely affect a child's care or the relationship between the family and Little Oaks.

Learning from complaints

The Nursery Manager will review complaints and recurring themes to identify any changes needed to practice, staff training, communication, policies or procedures. Where appropriate, learning will be shared with the team while protecting confidentiality.

Inspection information

Where required, Little Oaks will inform parents and carers when we become aware that an Ofsted inspection is due. Following an inspection, the nursery will make the published inspection report available to families in accordance with Ofsted requirements.

Policy approval

This policy was adopted on	Signed on behalf of the nursery	Date for review
23/09/2026		23/09/2027