Complaints and Compliments Policy

At Pomfret Woodland Community Nursery we strive to provide the highest quality of care and education for our children and families and believe that all parents* are treated with care, courtesy and respect.

We always hope that parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff. Compliments and suggestions can be given to the nursery manager Amanda Barrett nurserymanager@pomfretwoodlandsnursery.com or passed to the chair of the directors Jenny Johnson directors@pomfretwoodlandsnursery.com

We welcome any suggestions from parents on how we can improve our services, one way in which is an annual anonymous feedback form. We will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. In an event where we cannot resolve a concern we have a formal procedure for dealing with complaints.

Internal complaints procedure

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 or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2
If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 28 working days**.** The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3
If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent, a member of the board of directors 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 their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted this information can be found displayed around nursery. 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. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met. Parents may also address any concerns or complaints with the directors of the nursery [details below]

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 the complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response. All complaints are archived for 6 years up to the date of the last recording, all in line with GDPR principles.

Parents will be able to access a summary of the nature of the complaint however, 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 taken appropriately.

The record of complaints is made available to Ofsted on request.
We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Board of Directors:
Chair of Pomfret Woodland Community Nursery CIC
Pomfret Children's Centre
Rookhill Road
Pontefract
WF8 2DD
email: directors@pomfretwoodlandsnursery.com

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents of children attending on a regular basis.

* For the purpose of this publication the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.

This policy was adopted on	**Signed on behalf of the nursery**	**Date for review**
18.02.2026	*A.Barrett*	*18.02.2027*