

Blue Windmill Nursery

Complaints Policy

Blue Windmill Childcare is committed to providing high-quality care and education for all children attending the nursery. We aim to provide a welcoming, safe and supportive environment where children and families feel valued and respected.

We believe that open communication and positive partnerships with families are essential. We welcome feedback, suggestions and concerns and take all complaints seriously. Concerns will always be handled fairly, sensitively and in a timely manner.

Making a Concern Known

We encourage parents and carers to raise any concerns as soon as possible so that issues can usually be resolved quickly and informally.

In the first instance, parents should speak with:

- Their child's Key Person
- The Room Leader
- The Nursery Manager

Many concerns can be resolved through discussion and clarification at this stage.

Formal Complaints Procedure

If a concern is not resolved informally, or if a parent wishes to make a formal complaint, the complaint should be made verbally or in writing to the Nursery Manager.

The Nursery Manager will:

- Acknowledge the complaint promptly
- Begin an appropriate investigation
- Keep the complainant informed where appropriate
- Aim to resolve the matter as quickly as possible

Where the complaint relates to the requirements of the Early Years Foundation Stage (EYFS), the nursery will investigate the complaint fully and provide a written outcome within 28 days.

If the complainant remains dissatisfied, the matter may be referred to:

Managing Director
Blue Windmill Childcare
Blue Windmill Nursery
Addison Road
Rugby
CV22 7DJ

The Managing Director will review the complaint and provide a written response following further investigation where appropriate.

Complaints Relating to Safeguarding

Any complaint or concern relating to:

- Child protection
- Staff conduct
- Allegations against staff
- A child being at risk of harm

will be dealt with immediately in accordance with the nursery's Safeguarding and Child Protection Policy and relevant local safeguarding procedures.

Ofsted

Parents and carers may contact Ofsted at any time regarding concerns about the nursery or the care provided.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

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

Our Ofsted Registration Number is: EY264544

Record Keeping

In line with EYFS requirements, the nursery will keep a written record of all complaints relating to the requirements of the EYFS and their outcome.

Records will include:

- The nature of the complaint
- The action taken
- The outcome of the investigation
- The date the complaint was received and resolved

These records will be retained for a minimum of three years and made available to Ofsted on request.

Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the concern appropriately.

The nursery will handle information in accordance with data protection requirements.