Complaints and Compliments Procedure

At Millfield 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 hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.
We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and 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. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

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, Amber Barlow or Abi Lord.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented we ask them to discuss this verbally with Liz Miller.
Liz Miller will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints logbook and will detail the nature of the complaint and any actions arising from it. (Most complaints are usually resolved amicably and informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which 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 the above in all stages of complaints and are given information on how to contact them. 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.
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, result of any investigations and any information given to the complainant including a dated response.
Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. OFSTED will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for the regulator:

OFSTED
(The Office for Standards in Education, Early Years Directorate)
Piccadilly Gate,
Store Street,
MANCHESTER
M1 2WD
Tel: 0300 123 4666
Email: enquiries@ofsted.gov.uk

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

Policy Reviewed August 2026