



7. Complaints Procedure

Summertime Nursery aims to work in partnership with parents and carers and provide a high standard of care and education. We take all concerns and complaints seriously and will deal with them fairly, promptly and appropriately.

Raising a Concern

Parents and carers are encouraged to raise concerns as soon as possible with their child's key person, room leader or manager. We will make every reasonable effort to resolve concerns informally.

If a concern cannot be resolved, a formal complaint should be made in writing to the manager or deputy manager. A verbal complaint may also be made and will be recorded in writing.

Written complaints relating to how Summertime is meeting the Early Years Foundation Stage (EYFS) requirements will be investigated. The person making the complaint will be informed of the **outcome of the investigation within 28 days** of the complaint being received.

All complaints, investigations, outcomes and any actions taken will be recorded.

If a Complaint Remains Unresolved

If the complainant remains dissatisfied following the manager's investigation, the complaint may be referred to the Chairperson of the Committee for further consideration.

chairperson@summertimenursery.co.uk

Where appropriate, the Chairperson may review the investigation, speak with the relevant parties and consider any further information provided.

All parties will be kept appropriately informed of progress and the outcome.

Records and Confidentiality

Complaints and related records will be stored securely and handled in accordance with applicable data protection and record-retention requirements.

The complaints record will be made available to Ofsted on request, as required by the EYFS.

Contacting Ofsted

Parents and carers are entitled to contact Ofsted if they believe Summertime is not meeting the EYFS requirements.

Ofsted Telephone: **0300 123 4666** Email: enquiries@ofsted.gov.uk

Ofsted regulates early years and childcare providers. It does not normally resolve individual disputes between parents and providers. Ofsted will review information provided and decide what action, if any, is appropriate.

Safeguarding Concerns

A complaint about the setting should not delay reporting a safeguarding concern.

If you believe a child is at risk of harm, contact Dorset Children's Services or the police. Call **101** for the police **or 999 if a child** is in immediate danger.

For Dorset safeguarding advice, parents can contact the Dorset Family Support and Advice Line using the setting's current safeguarding contact details. Tel 01305 228558

Cathy White
Manager

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