



## Colyton Caterpillars Early Education

### Early Years Complaints Procedure

This policy was agreed by trustees/staff:	
Date of last review:	January 2025
Date of next review:	July 2025
Reviewed by:	K.Clode

Colyton Caterpillars Early Education recognises that it is important to deal promptly and fairly with any complaints.

In the event of a complaint, the parent will be taken to a discreet or quiet area with the manager or deputy manager and either another member of staff or a committee member. Notes will be taken of the content of the complaint that will then be investigated immediately. Appropriate action will be taken and the necessary persons informed. Once investigated, the parents will be informed by letter of the outcome, with details of Ofsted address in case they wish to continue their complaint/

At all times, the nursery will respect privacy of the parents, children and staff and will keep records confidential.

#### **Best practice**

Following and any complaint or concern by a parent, the following would happen to ensure transparency and to provide reassurance that all concerns and complaints are dealt with promptly and thoroughly.

- Complaint/concern gained in writing from parent  
(Copy kept in child's file)
- An email/letter would be sent within 24 hours to assure parents of next steps and that the matter is being investigated by management/trustees, if appropriate.
- Parents informed every step of the way and notified of outcome. They will be continually informed about how the investigation is progressing and of any new procedures we have put in place.
- Parents offered any contact numbers for outside help or advice.

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