

Orchard End Nursery Ltd

Complaints & Concerns Policy and Procedure

Effective: September 2026 | Review: September 2027 or sooner if requirements change

1. Policy statement

Orchard End Nursery Ltd welcomes feedback and takes concerns and complaints seriously. We aim to work in partnership with parents and carers, resolve concerns fairly and promptly, learn from complaints and make improvements where appropriate. A parent or carer will not be treated less favourably because they have raised a concern or complaint in good faith.

This procedure applies to complaints about the nursery's provision, including the care, learning and development of children, staff conduct, administration, fees and charges, and the delivery of government-funded early education and childcare. Safeguarding concerns and allegations against adults are dealt with under the nursery's safeguarding procedures and are not delayed by this complaints process.

2. Our commitment

- We will make this complaints procedure available to parents and carers and provide a copy on request.
- We will listen to concerns respectfully and without prejudice.
- We will investigate formal complaints fully and fairly.
- We will keep an appropriate written record of formal complaints, the investigation, outcome and any action taken.
- We will provide the complainant with the outcome and any resulting action as soon as reasonably possible and within 28 days of receiving the complaint.
- We will keep complaint records for at least 3 years and make required information available to Ofsted when requested.
- Information about complaints will be handled confidentially and shared only where necessary to investigate, safeguard children, meet legal or regulatory duties, or obtain professional advice.

3. How to raise a concern or complaint

Stage 1 - Informal concern

Parents and carers are encouraged, where appropriate, to raise day-to-day concerns as soon as possible with their child's key person, room leader or the Nursery Manager. Many issues can be clarified or resolved quickly through an open conversation.

A parent is not required to use the informal stage where the matter is serious, sensitive, relates to the Nursery Manager, involves safeguarding, or they simply wish to make a formal complaint.

Stage 2 - Formal complaint

A formal complaint should normally be made to the Nursery Manager. It can be made in person, in writing or by email. Written complaints may be sent to:

Orchard End Nursery Ltd

129 Leicester Road

Hinckley

LE10 1LR

Email: info@orchardendnursery.co.uk

The complaint should include, where possible, what happened, when it happened, who was involved, what the complainant has already done to try to resolve it, and what outcome they are seeking. We will not refuse to consider a complaint merely because it is not presented in a particular format.

We will acknowledge a formal complaint promptly, normally within 3 working days. The Nursery Manager, or another appropriate senior person, will investigate. This may include speaking to relevant people and reviewing records, correspondence, Family information, attendance information or CCTV where relevant and lawful.

Stage 3 - Investigation and written outcome

Following the investigation, we will explain our findings and any action taken or planned. We will do this as soon as reasonably possible and in all cases within 28 days of receiving the complaint. The outcome will be provided in writing if requested; our normal practice for a formal written complaint is to provide a written response.

Where a complaint is upheld, in whole or in part, we will consider what action is appropriate. This may include an apology, clarification, changes to practice or procedures, staff support or training, correction of records, or other proportionate action. Confidential employment or safeguarding information about another person may not be disclosed to the complainant.

Stage 4 - If the complainant remains dissatisfied

If the complainant remains dissatisfied after receiving the nursery's response, they may ask the registered provider/director to review how the complaint was handled and whether the outcome was reasonable. Any request for review should explain the outstanding concerns. The review is not intended to repeat the entire investigation where this is unnecessary.

Parents and carers may also contact Ofsted about concerns regarding a registered childcare provider. Ofsted's role is to consider whether a provider is meeting registration requirements; it does not resolve individual contractual or personal disputes between a parent and a provider.

Ofsted

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

4. Complaints about the Nursery Manager or registered provider

A complaint about the Nursery Manager should be directed to the registered provider/director rather than being investigated by the person complained about. It may be sent to info@orchardendnursery.co.uk and clearly marked for the attention of the Registered Provider/Director.

Where a complaint concerns the registered provider/director personally, the nursery will ensure that the matter is considered as impartially as reasonably possible and will obtain external professional, regulatory or local authority advice where appropriate. This does not prevent a parent from contacting Ofsted or another relevant body.

5. Safeguarding concerns and allegations

A complaint that indicates that a child may be at risk of harm, has suffered harm, or raises a safeguarding concern will be dealt with immediately under the nursery's safeguarding and child protection procedures. The nursery will not wait for the ordinary complaints stages to be completed before taking safeguarding action.

If a child is in immediate danger, call 999. Concerns that a child may be suffering or at risk of significant harm should be referred to Leicestershire County Council First Response Children's Duty Team on 0116 305 0005. Professionals will follow the applicable referral process, including the Multi-Agency Referral Form (MARF) where required.

Allegations about a member of staff or another adult working with children will be managed under the nursery's safeguarding/allegations procedures, including referral to the Local Authority Designated Officer (LADO) and Ofsted where required. The nursery will not carry out an investigation that could compromise a safeguarding or criminal investigation.

6. Complaints about funded childcare / FEEE

Orchard End Nursery Ltd is a Leicestershire provider of government-funded early education and childcare. Parents may use this complaints procedure for concerns about the way their child's funded entitlement is

delivered, including access to funded hours, eligibility administration, stretched funding arrangements, additional charges, optional consumables or services, and information provided about the funded offer.

Government-funded entitlement hours must be capable of being accessed free of charge. Optional meals, consumables, additional hours and additional services may be charged for where permitted, but must not be a mandatory condition of accessing a funded place. Orchard End publishes its funded-childcare arrangements and chargeable extras on its website.

We encourage parents to raise a funded-childcare concern with the nursery first so that we have the opportunity to resolve it. If a parent or provider remains concerned about the administration or delivery of Leicestershire's Free Early Education Entitlement (FEEE), Leicestershire County Council publishes a complaints procedure for parents and providers.

Leicestershire County Council - FEEE Team

Telephone: 0116 305 5788

Email: FEEE@leics.gov.uk

The Council's FEEE guidance and complaints procedure should be consulted for the current route and scope of any FEEE complaint. Contacting the Council about FEEE does not replace safeguarding referrals or a parent's right to contact Ofsted where the concern falls within Ofsted's regulatory role.

7. Complaints involving fees, invoices or contractual matters

Complaints about invoices, payments, additional hours, optional packages or other charges will be reviewed against the nursery's published fees, funding information, parental agreement and relevant records. Where a matter is a purely contractual or debt dispute, Ofsted may not be able to determine the dispute, although regulatory or funded entitlement concerns may still fall within the remit of Ofsted or Leicestershire County Council as appropriate.

8. Recording complaints

For formal complaints we will normally record:

- the date the complaint was received and the nature of the complaint;
- the name and contact details of the complainant, unless the complaint is anonymous;
- the child or service concerned, where relevant;
- the steps taken to investigate;
- the findings and outcome;
- any action taken or planned and any learning identified;
- the date the outcome was communicated; and
- any subsequent review or referral to another body.

Complaint records will be retained securely for at least 3 years. Access will be restricted to those who need the information for their role. Records may be disclosed to Ofsted or other authorised bodies where required.

9. Anonymous complaints

We will consider anonymous concerns according to their seriousness, credibility and the information available. The absence of a named complainant will not prevent safeguarding or regulatory action where this is necessary. However, it may limit our ability to investigate or provide an outcome to the person raising the concern.

10. Unreasonable or persistent behaviour

We will not treat a complaint as unreasonable simply because a person is persistent, upset or disagrees with our response. However, we may set reasonable boundaries where behaviour becomes abusive, threatening, discriminatory, excessively repetitive or places disproportionate demands on staff after the complaint has been fully considered. Any restriction will be proportionate, explained to the person concerned and will not prevent genuine new concerns or safeguarding matters being raised.

11. Learning from complaints

The Nursery Manager and registered provider will review complaints and concerns for patterns, recurring issues and opportunities to improve practice. Where appropriate, learning will inform staff supervision, training, risk assessment, policies, parent communication or other improvements.

12. Key external contacts

Organisation	When relevant	Contact
Ofsted	Concerns about a registered childcare provider / regulatory requirements	0300 123 4666 enquiries@ofsted.gov.uk
Leicestershire County Council FEEE Team	Funded early education / childcare entitlement complaints	0116 305 5788 FEEE@leics.gov.uk
First Response Children's Duty Team	Urgent safeguarding concerns about a child	0116 305 0005 (24-hour line)
Emergency services	Child in immediate danger / emergency	999

13. Review of this policy

This policy will be reviewed at least annually and sooner where legislation, the EYFS, Ofsted requirements, Leicestershire County Council FEEE arrangements or nursery practice changes.