Policy/Procedure Title	APN007 Complaints Policy
Review Cycle (**Delete as appropriate*)	Bi-annually
Responsible Department	Science and Public Sector Services – Applewood Nursery
Procedure *Owner (**Overall responsibility*)	Assistant Principal, Student Services
Responsible *Person (*if different to above*) *responsibility for communicating changes and staff training where appropriate	Nursery Manager
Types of provision this procedure applies to: (*delete as appropriate*)	Support Department

Revision Record		
Rev. No.	**Date of Issue**	**Details and purpose of Revision**
0	September 2025	Annual Review
1	September 2026	Changed to Bi-annual review. No further changes required.

Equality Impact Assessment

Whenever a policy is reviewed or changed, its impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics.

Could any staff or students be adversely impacted by this policy/process? If yes give details and how this will be mitigated:

Date:	**Action and Monitoring:**
20.2.26	**Monitoring check**

E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

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1 Purpose

Applewood Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Nursery and will give timely consideration to any concerns or comments raised about the running of the Nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all the parties involved.

2 Procedures

All settings are required to keep a written record ('summary log') of any complaints that reach stage 2 and above and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request. Our Complaints Policy is issued to all families as part of the registration process. It is also available on request.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Applewood Nursery.

3 Actions and Responsibilities

Making a Complaint

Stage 1

Any parent who has a concern about an aspect of the Nursery's provision and/or concerns their child hasn't received their free entitlement in the correct way, first talks over all his/her concerns with the Nursery Manager. Most complaints should be resolved informally at this stage.

Stage 2

If a satisfactory outcome has not been reached at this stage, or if the problem recurs, the complainant may put their concerns or complaint in writing to Rachel Boast, Assistant Principal Student Services at The College of West Anglia.

For complainants who are not comfortable with making written complaints, a template form for recording complaints can be given on request. Applewood Nursery retains written complaints in the complaints file. The complaint will also be retained by the College of West Anglia.

When the investigation into the complaint is completed, Rachel Boast will respond to the complainant in writing. Complainants must be informed of the outcome of the investigation within 28 days of making the complaint.

Stage 3

Parents may approach Ofsted directly or the Norfolk County Council Early Years Quality and Improvement team at any stage of this complaint procedure.

In addition, where there seems to be a possible breach of the Nursery's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted about a complaint is 0300 123 1231

The number to call Norfolk County Councils Early Years Quality and Improvement team is 01603 222300. These contact details are displayed on our nursery's notice board.

If a child appears to be at risk, our Nursery follows the procedures of the Children's Advice and Duty Service (CADS).

In these cases, both the parent and nursery are informed, and the Nursery Manager/College of West Anglia works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

4 Records

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded as per the CWA complaints procedure.

Our Complaints Policy is issued to all families as part of the registration process (either paper or email). It is also available to read in the Nursery office. Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory Guidance for local authorities), a complaint can be submitted directly to the Nursery Manager or Norfolk County Council.