# Churchfield Church School and Nursery

## Learn to love, Love to learn

# Churchfield Nursey Concerns and Complaints

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| **Approved by:** LGB | **Date:** 27/10/2025 |
| **Next Review:** October 2026 | **Author**: Dawn Rogers |

**PRAISE VALUE**

Respect

**Bible reference**

*"Show proper respect to everyone, love the family of believers, fear God, honour the emperor."*

1 Peter 2:17

At Churchfield Nursery we aim to handle complaints and concerns raised by parents, carers are addressed promptly, fairly, and in line with statutory guidance and the Bath and Wells Multi Academy Trust (MAT) Complaints Policy.

## Process for raising concerns or complaints.

- To ensure complaints are handled respectfully, confidentially, and without prejudice.
- To resolve issues promptly and effectively, maintaining trust between families and the nursery.
- To support continuous improvement in the quality of care and education provided.

## Stages of the Complaints Procedure

### Stage 1: Informal Resolution

- Parents/carers are encouraged to raise concerns directly with their child' s **Key Person** who will aim to resolve matters promptly and sensitively
- Most issues can be resolved quickly through open communication and mutual understanding.

### Stage 2: Escalation to Nursery Manager

- If the concern remains unresolved, it should be referred to the **Nursery Manager**.
- The Manager will investigate the matter and aim to provide a response within **5 working days**.
- A meeting may be arranged to discuss the issue and agree on a resolution.

### Stage 3: Formal Complaint Submission

- If the parent/carer is still dissatisfied, they may submit a formal complaint using **Annex 2** of the Bath and Wells MAT Complaints Policy.
- This form should be completed and returned to the nursery office or Trust representative.
- The complaint will be acknowledged within **5 working days**, and a formal investigation will follow.

### Stage 4: Trust-Level Review

- If the complaint cannot be resolved at the nursery level, it will be referred to the Bath and Wells Multi Academy Trust for further review.
- The Trust will follow its own procedures to investigate and respond appropriately.

Safeguarding and Serious Concerns

- Any complaint involving safeguarding, allegations against staff, or serious misconduct will be escalated immediately to the Designated Safeguarding Lead (DSL) and handled in accordance with safeguarding protocols.
- External agencies may be involved if necessary.

**Record Keeping:**

- All complaints, whether informal or formal, will be documented and stored securely.
- Records will include the nature of the complaint, actions taken, outcomes, and any follow-up required.
- These records will be reviewed regularly to inform practice improvements.

It will investigate written complaints relating to its fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

The designated individual responsible for addressing complaints within the Nursery, in accordance with the procedures outlined in this policy:

- Nursery Manager: Dawn Rogers
- Headteacher: Mrs Jo Thorn
- Deputy Head: Hannah Neilan/ Thomas Hassall
- Chair of Governors: Louise Adams
- Multi Academy Trust of Bath and Wells

The nursery will maintain a clear and confidential record of all complaints or significant concerns received, along with the outcomes of any investigations. Written complaints relating specifically to the nursery' s compliance with EYFS requirements will be thoroughly investigated, and the complainant will be informed of the outcome within 28 days of receipt. These records will be made available to Ofsted upon request, in accordance with regulatory requirements.

**Where parents/ carers feel the Nursery is not meeting the requirements of the EYFS, OFSTED can be contacted, and these contact details are on display in the Nursery Cloakroom alongside the OFSTED certificate of registration.**
**Ofsted Unique Reference Number: 139324**
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