



Hillbury House Nursery

Registered Day Nursery (130690)

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Complaints Policy

At Hillbury House Nursery, we value open communication and strong partnerships with parents and carers. We aim to resolve any concerns quickly, fairly, and with understanding, reflecting our home-from-home ethos of trust, respect, and care. We follow the requirements of the Early Years Foundation Stage (EYFS) and the guidance set out by Ofsted for handling complaints.

Our Approach

We hope that parents and carers will feel comfortable to bring any concerns to us directly. We welcome suggestions and feedback as opportunities to improve the care and education we provide. We aim to ensure that every parent feels that the management and staff team are approachable, and that any concerns are handled professionally and promptly.

Information about our complaints procedure is shared with parents when their child starts at the nursery and is displayed on our notice board for easy reference.

Complaints Procedure

Our complaints process is structured in four clear stages:

Stage 1 – Informal Resolution

If a parent or carer has a concern, it should first be discussed with the child's key person or another member of staff. Most concerns can be resolved quickly at this stage through open discussion and reassurance.

Stage 2 – Formal Resolution

If the concern cannot be resolved informally, it should be referred to the Nursery Manager or Director. The concern may be raised verbally or in writing. A full investigation will take place, and a written response will be provided within 10 working days. The Director or Nursery Manager will work with the parent to seek a satisfactory resolution.

Stage 3 – Review / Mediation

If the issue remains unresolved, a third party, agreed by all parties, may act as a mediator to support finding a fair and reasonable outcome. A written record of discussions and decisions will be maintained.



Stage 4 – Ofsted Involvement

If a complaint cannot be resolved through the nursery's internal procedure, parents and carers have the right to contact Ofsted directly. In line with EYFS requirements, the complainant will be notified in writing of the outcome within 28 days of the complaint being received.

Ofsted Contact Information

Ofsted

Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Online: www.ofsted.gov.uk/parents

Record Keeping

All complaints are recorded accurately, including details of the investigation, actions taken, and the outcome. Records are stored securely and confidentially in accordance with GDPR requirements and are retained for at least three years. These records are available for Ofsted inspection upon request.

Our Commitment to Improvement

We view all feedback, concerns, and complaints as valuable opportunities to learn and improve. Our goal is to ensure every child and family experiences a positive, supportive, and high-quality environment at Hillbury House Nursery.