



Happylands Nursery Complaints Procedure

Guided by our values: Community • Comfort • Confidence • Challenge • Curiosity

At Happylands, we aim to provide the highest standards of care and education for all children and families. We value feedback and take any concerns or complaints seriously, viewing them as an opportunity to improve our provision.

This procedure explains how parents and carers can raise concerns and how we will respond.

Our Commitment

- Listening carefully to concerns raised by parents and carers
- Responding promptly, fairly, and sensitively
- Resolving issues as quickly as possible
- Ensuring complaints are handled confidentially and respectfully
- Using feedback to improve our practice and provision
- Raising a concern or complaint will never affect the care or treatment of your child

Stage 1: Informal Concern

If you have a concern about any aspect of nursery life, we encourage you to speak directly to a member of staff in the first instance. Many issues can be resolved quickly through open and honest discussion.

Where appropriate, the concern will be shared with the Nursery Manager or Senior Staff Member to ensure it is addressed promptly.

Stage 2: Formal Complaint

If the matter cannot be resolved informally, or if you feel the concern is more serious, you may wish to make a formal complaint.

Formal complaints should be made in writing (email or letter), or in person to the Nursery Manager.

Please include as much detail as possible so we can fully investigate the issue.

We will:

- Acknowledge the complaint within 3 working days
- Fully investigate the matter
- Provide a written response outlining findings and any actions taken within 28 days (or sooner where possible)

All complaints and outcomes are recorded and retained in line with our policies.

Stage 3: Escalation

If you are not satisfied with the outcome of the formal complaint, you may request that the complaint is reviewed further by the nursery's senior leadership or governing body.

We will explain the next steps and timescales at this stage.

Ofsted

If, after following the nursery's complaints procedure, you remain dissatisfied, you may contact Ofsted, the regulatory authority for early years settings.

Ofsted does not investigate individual disputes but uses information received to consider the registration and inspection of settings.

Ofsted contact details:

- Website: www.gov.uk/ofsted
- Telephone: 0300 123 1231

Parents may also contact Ofsted directly at any stage if they believe a child may be at risk.

Record Keeping

In line with Early Years Foundation Stage (EYFS) requirements, all complaints relating to safeguarding or welfare are recorded. Records include the date, details of the complaint, actions taken, and outcome, and are made available to Ofsted on request.

Confidentiality

All complaints are handled in confidence and shared only with those who need to know in order to investigate and resolve the issue.

Contact Us

We encourage open communication and hope parents will feel confident raising any concerns with us.

If you would like a copy of this procedure or wish to make a complaint, please contact the nursery directly.

Last reviewed: April 2026

Next review due: April 2027