



Complaints and Compliments Policy

At Cherish Childcare we strive to provide the highest quality of care and education for our children and families. We believe that all parents and carers should be treated with care, courtesy and respect.

We hope that parents and carers are happy and satisfied with the quality of the service we provide. We encourage families to share compliments and positive feedback with staff and/or management. Compliments are recorded and shared with staff.

We also welcome suggestions about how we can improve our service and will give prompt and serious attention to any concerns raised. Concerns and complaints will be handled professionally and fairly, with the welfare of children at the centre of our response and with the aim of maintaining positive, co-operative relationships with families.

In line with the Early Years Foundation Stage (EYFS), Cherish Childcare keeps a written record of all complaints, including minor or verbal complaints. Where a complaint is made in writing and relates to the fulfilment of the EYFS requirements, we will investigate the complaint and provide the complainant with an account of the findings and any action taken within 28 days of receiving the complaint.

Where a concern or complaint relates to safeguarding or child protection, we will follow our Safeguarding and Child Protection Policy and any relevant safeguarding procedures.

Internal complaints procedure

Stage 1 – Raising a concern

If a parent or carer has a concern or query regarding the care or early learning provided by the nursery, they should, in the first instance, raise this with the child's key person, a senior member of staff or the manager. We will aim to resolve concerns promptly through open discussion wherever possible.

Stage 2 – Formal written complaint

If the matter remains unresolved, or the parent or carer is dissatisfied with the response received, they should submit their concern in writing as a formal complaint to the nursery manager. The manager will investigate the complaint, including whether any EYFS requirement may not have been met.

A written response setting out the findings of the investigation and any action taken will be provided within 28 days of the complaint being received. The complaint, investigation, action taken and outcome will be recorded in the nursery complaints record.

Stage 3 – Formal meeting

Where the matter remains unresolved, the nursery may arrange a formal meeting between the manager, the parent or carer and, where appropriate, a senior member of staff. A written record of the meeting and

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any agreed actions will be made. Those present will be given the opportunity to review the record for accuracy and receive a copy.

Stage 4 – Contacting Ofsted

Parents and carers have the right to contact Ofsted if they remain dissatisfied, or at any stage if they believe the nursery may not be meeting the requirements of the EYFS. Information about how to contact Ofsted is made available to families.

Ofsted is the registering authority for early years providers in England. It considers complaints that suggest a registered provider may not be meeting the requirements of registration and may take regulatory or inspection action where appropriate.

Recording and confidentiality

The nursery keeps a record of complaints. Records will include, as appropriate, the name of the complainant, the nature of the complaint, the date and time it was received, actions taken, the outcome of any investigation and details of the response provided.

Complaint records are stored securely and confidentially. Information will only be shared with those who have a legitimate need to know. The complaints record will be made available to Ofsted on request.

Parents and carers may request information about the outcome of a complaint where this relates to their own child or concern, subject to confidentiality and data protection requirements relating to other children, families or staff.

Ofsted contact details

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Further information about Ofsted's role in regulating childcare is available on GOV.UK.

Inspection reports

Where required, parents and carers will be informed when the nursery is due to be inspected. Following an inspection, the nursery will make the Ofsted inspection report available to parents and carers of children attending the setting. This may be provided electronically; a printed copy is not required where an electronic copy is made available.

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