

11. Complaints and Compliments Policy

At La Petite Academy we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect. This policy should be read in conjunction with our Parents and Carers as Partners policy.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff, such as through the 'staff shout out board'.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Children and Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or room leader. If this is not resolved, we ask them to discuss this verbally with a manager. If a parent sends a complaint straight to a manager, e.g. via email or phone call, then the manager shall redirect them to the correct room leader or key person to deal with their concern.

Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager or assistant manager. A manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements, and report back in writing to the parent within fourteen days. The

manager will document the complaint fully and the actions taken and the outcome in relation to it in the complaint's log folder.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions agreed. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted whenever they have a concern, including at all stages of the complaints procedure, and information on how to contact Ofsted is displayed in the setting on the parent noticeboard. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response. Please refer to Complaints and Comments Leaflet.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved, therefore some parts may be redacted for confidentiality. Ofsted inspectors will have access to this record at any time during visits or on request to ensure actions have been met appropriately.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Complaints Procedure for the Government Funded Entitlement

If you consider that your funded place has not been provided correctly, or the terms of your contract have not been fully explained, then you should make a complaint, initially in writing to the Manager of La Petite Academy Ltd. If you do not get a satisfactory answer to your complaint within 4 weeks, then you may send your complaint directly to the Directors of the nursery (Mr D J & Mr A Pickering, care of the nursery) and you will receive a response within 2 weeks of it being received.

If you consider the complaint not to be dealt with satisfactorily, then you may contact the Local Authority and follow their complaints procedures. It is the responsibility of the Local Authority to ensure we are delivering our funded hours within the national guidelines and whilst we might not offer our funding in a way you might like to access it the Local Authority can help you in finding a setting that might better suit your needs if this is the cause of your complaint.

Managing Serial and Unreasonable Complaints and Behaviour

La Petite Academy is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our setting. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect all staff from that behaviour, including that which is abusive, offensive and/or threatening.

La Petite Academy defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the setting, such as if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process;
- refuses to accept that certain issues are not within the scope of the complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure;
- introduces trivial or irrelevant information which they expect to be taken into account and commented on;
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;

- makes unjustified complaints about staff, including those who are trying to deal with the issues, and/or seeks to have them replaced;
- Makes personal comments about specific staff members and/or accuses them of inappropriate conduct which cannot be evidenced;
- changes the basis of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the setting's complaints procedure has been fully and properly implemented and completed;
- seeks an unrealistic outcome in relation to the nature of the complaint;
- makes excessive demands on the setting's time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and/or by telephone whilst the complaint is being dealt with according to prescribed timescales;
- uses threats or language designed to intimidate and/or harass staff/directors;
- uses abusive, offensive and/or discriminatory language or violence;
- knowingly provides falsified information;
- publishes unacceptable information on social media or other public forums.

(This list is not exhaustive)

Complainants should try to limit their communication with the setting that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email and/or text), as it could delay the outcome being reached. Whenever possible, the Manager or Director will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking. However, should the behaviour be threatening or abusive in nature this informal discussion may not be appropriate.

If the behaviour continues, or is threatening or abusive from the start, the Manager or Director will write to the complainant explaining that their behaviour is unreasonable, stating which behaviour(s) this includes, and ask them to change it. For complainants who excessively contact La Petite Academy causing a significant level of disruption, we may specify methods of communication that are acceptable to continue with, and limit the number of

contacts to be made, in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from entering the setting and/or land owned by the setting.

Complainants should refer to our Parents and Carers as Partners policy for our zero-tolerance statement and understand that their child's place at the nursery is dependent upon them following our policies and procedures.

(Adapted from [School complaints procedures: guidance for maintained schools - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612222/School-complaints-procedures-guidance-for-maintained-schools-2020.pdf))

Ofsted Inspection

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis. Parents are welcome to speak with the inspector at an appropriate time during the inspection.

Contact details for Ofsted

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:
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Piccadilly Gate
Store Street
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This policy was adopted on	Signed on behalf of the nursery	Date for review
18/02/26	<i>Jodie Hursthouse</i>	30/04/2027