



Complaints Procedure

Puddle Ducks Nursery aims to provide the highest standard of care and quality of education for all children within our setting.

We endeavour to ensure that all children are happy during their time by providing a warm, comforting and caring environment that encourages learning and development through play.

We will listen to concerns, issues and complaints and take appropriate steps and responsible action to resolve any problems. Complaints will be handled in accordance with the stages outlined below.

Stage 1

When a parent or carer raises a complaint about Puddle Ducks or a member of staff, this should initially be raised with the child's key person to deal with directly in a calm and professional manner.

If this is not suitable or they are not available, the next point of contact is the manager or person in charge at that time.

Stage 2

If the situation is not resolved, the complaint should be taken to the manager of Puddle Ducks in writing. The manager Sarah Hinton will acknowledge receipt of the complaint within 3 working days.

The manager will then conduct a full investigation and report back to the parent or carer and appropriate members of staff within 5 working days.

This will include the results of the investigation and any actions arising from it. If a delay occurs, the setting will contact the parent or carer with an updated date for the expected reply and resolution.



Where appropriate, action will be taken within the nursery. However, if there are safeguarding or child protection implications, the manager will immediately begin following the safeguarding policy.

Through stage two of the complaints procedure, parents, carers or the manager may request a formal meeting. Meeting notes will be shared after the meeting.

Stage 3

If the matter remains unresolved to the satisfaction of the parent or carer, they have the right to contact Ofsted via email at enquiries@ofsted.gov.uk or via the phone on 0300 123 4666.

Puddle Ducks will keep a record of complaints. These will only be accessible to the parties involved and stored confidentially.