

## **The Willow Nursery Complaints Procedure & Record**

When completing the record, you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

Ofsted inspectors may need access to the complaints' procedure and records.

### **How to complete the complaints record**

#### **A. Source of complaint**

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complaints to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

#### **B. Nature of complaint**

The record is intended only for complaints relating to the welfare requirements. You must record here one or more welfare requirements to which the complaint refers. If you are unsure you should refer to your welfare requirements and the accompanying guidance. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'Child A', 'Staff member B'.

#### **C. How it was dealt with**

You must provide information on how you investigated the complaint. You will need to record:

The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.

Who was involved in the investigation without identifying any individual's names in the complaint including staff or any child

Any referrals you made to an external agency, for example local authority, environmental health departments or social services, etc.

#### D. Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record.

- Any action(s) identified by you.
- Any actions set or taken by Ofsted.
- Any action taken by another external agency, where you have their permission to do so.
- The outcome of your investigation, identifying any areas where you feel you could make improvements to your provision.
- If you dismissed any members of staff following the investigation and if so, under what circumstances.
- If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 0300 123 1231.

You must share an account of the findings of your investigation and the action, if any, that you took or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days of the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.

Name of Person Reviewing Policy	Date Review Carried Out	Date to be reviewed (Yearly / when necessary)
Amanda Hunt	April 2025	As necessary



**C: How it was dealt with. Please tick/circle below.**

- Internal investigation   
Investigation by Ofsted   
Investigation by other agencies (please state)

Please give details of any internal investigation or attach any outcome letter from Ofsted:

**D: Actions and outcomes [please tick or circle]**

- Internal actions   
Other action taken by Ofsted   
Actions agreed with Ofsted   
Actions imposed or agreed with other agencies   
Changes to conditions of registration   
No action

**Please give details.**

**Has a copy of this record been shared with parents? Yes or No**

**Outcome notified to complainant: Yes (within 28 days)**

**Date notified:**

Name of person completing this log:

Position:

Date completed:

Signature: