



JAMmy Tots Nursery – Complaints Policy

Date: April 2026

Manager: Jenene Morgan

Next Review: April 2027

Purpose:

JAMmy Tots Nursery is committed to working in partnership with parents and carers and welcomes feedback, comments and complaints as an opportunity to improve the quality of care provided. All complaints will be taken seriously and handled fairly, promptly and confidentially in line with the Early Years Foundation Stage (EYFS) requirements.

How Complaints Can Be Made

Parents and carers are encouraged to raise concerns informally in the first instance so that issues can be resolved quickly where possible. If the concern cannot be resolved informally, a formal complaint may be made verbally or in writing.

Procedure

- All complaints will be treated sensitively and confidentially.
- Verbal complaints will be addressed immediately where possible.
- Written complaints will be acknowledged within 48 hours.
- A full written response will be provided within 28 days.
- A written record of all complaints will be kept, including:
 - Name of the complainant
 - Nature of the complaint
 - Date and time the complaint was received
 - Actions taken
 - Outcome of the complaint

These records will be made available to Ofsted on request.



Safeguarding Complaints

Any complaint relating to the safeguarding or welfare of a child will be dealt with immediately in line with JAMmy Tots Nursery's safeguarding procedures. Where appropriate, the Local Authority and Ofsted will be informed.

Escalation

If parents or carers are not satisfied with the outcome of a complaint, they may contact Ofsted directly:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 1231
Website: www.gov.uk/ofsted