

Complaints and Compliments Policy



Policy Code: FS-ADM-005

Policy Name: Complaints and Compliments Policy

Version 1.0

Effective Date: 17.06.2026

Statement of Intent

At Forest & Play we are committed to providing a high-quality, safe and inclusive environment for all children and families. We value positive relationships with parents, carers, visitors and the wider community and recognise that feedback plays an important role in maintaining and improving our provision.

We welcome compliments, suggestions and feedback and recognise that, from time to time, concerns or complaints may arise. We are committed to dealing with any concerns or complaints fairly, openly, sensitively and promptly.

We aim to resolve concerns at the earliest opportunity wherever possible. Any complaint will be taken seriously and investigated appropriately.

Where a complaint relates to safeguarding or child protection, the matter will be dealt with in accordance with the Safeguarding and Child Protection Policy and, where appropriate, the Managing Allegations Against Staff, Carers or Volunteers Policy.

1. Compliments

We welcome compliments from children, families, visitors, professionals and staff members.

Compliments may be provided verbally, by email, in writing, or via our Staff Shout Out scheme.

Forest & Play operates a Staff Shout Out initiative which is open to parents, carers, visitors and colleagues. This provides an opportunity to recognise individuals who have demonstrated excellent practice, shown kindness and support to others, or gone above and beyond in their role.

Compliments and Staff Shout Outs may be shared with the individual concerned and, where appropriate, with the wider team to acknowledge contributions, promote a positive culture and support staff wellbeing.

We value all feedback and use it to celebrate success and continually improve our provision.

2. Raising a Concern Informally

Many concerns can be resolved quickly through discussion.

Parents or carers who have a concern should initially speak with:

- Their child's key practitioner where appropriate.
- The Forest School Leader/Manager.



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- The Deputy Manager.

Staff will listen carefully, seek clarification where necessary and aim to resolve concerns promptly and professionally.

Where concerns are resolved informally, no further action may be required, although brief notes may be kept where appropriate.

3. Formal Complaints Procedure

Where a concern cannot be resolved informally, or where the complainant wishes to make a formal complaint, the following procedure will apply.

Stage 1 – Formal Complaint

The complaint should be submitted in writing to the Forest School Leader/Manager.

The complaint should include:

- Name of the complainant.
- Nature of the complaint.
- Relevant dates, times and details.
- Any supporting information.

Upon receipt of a formal complaint:

- The complaint will be acknowledged within 5 working days.
- A complaints record will be opened.
- The complainant will be informed of the investigation process.

Stage 2 – Investigation

The Forest School Leader/Manager, or another appropriate person where necessary, will investigate the complaint.

The investigation may include:

- Reviewing relevant records and documentation.
- Speaking with staff members.
- Speaking with witnesses where appropriate.
- Reviewing risk assessments, policies or procedures.
- Seeking advice from external agencies where necessary.

All parties involved will be treated fairly and confidentially throughout the investigation.

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An update on the progress of the investigation, or the outcome where available, will normally be provided within 10 working days of the complaint being received.

Where additional time is required to complete the investigation, the complainant will be informed of the reasons for the delay and kept updated on progress.

Stage 3 – Outcome

Following the investigation:

- A written response will be provided to the complainant.
- Any actions taken as a result of the complaint will be explained where appropriate.
- Any recommendations for improvement will be implemented where necessary.

A full written response will be provided within 28 calendar days of the complaint being received, in accordance with the EYFS Statutory Framework.

Where this is not possible due to exceptional circumstances, the complainant will be informed of the reasons for the delay and provided with an updated timescale.

Stage 4 – Review Meeting

If the complainant remains dissatisfied, a meeting may be arranged with:

- The Forest School Leader/Manager.
- The Director/Registered Provider.
- The complainant.

The purpose of the meeting will be to:

- Review the complaint.
- Review the investigation undertaken.
- Consider any further information.
- Seek an appropriate resolution.

A written record of the meeting and any agreed actions will be produced and retained.

Stage 5 – External Escalation

If the complainant remains dissatisfied after the internal procedure has been completed, they may contact Ofsted.

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Parents and carers may contact Ofsted at any stage if they believe the setting is not meeting registration requirements.

Ofsted Contact Details

Telephone: 0300 123 1231

Online: <https://www.gov.uk/government/organisations/ofsted>

Ofsted will consider complaints relating to compliance with registration requirements and the welfare of children.

4. Complaints Relating to Safeguarding

Any complaint relating to:

- Child protection.
- Safeguarding concerns.
- Staff conduct towards children.
- Allegations against adults working with children.

Will be managed in accordance with:

- Safeguarding and Child Protection Policy.
- Managing Allegations Against Staff, Carers or Volunteers Policy.
- Local Authority Designated Officer (LADO) procedures where appropriate.

The welfare of children will always be the primary consideration.

5. Confidentiality

Complaints will be handled sensitively and confidentially.

Information will only be shared with those who need to know in order to investigate and resolve the complaint.

Confidential information relating to other children, families or staff members will not be disclosed.

6. Complaints Record

Forest & Play will maintain a written record of all formal complaints.

The record will include:

- Name of complainant.

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- Date complaint received.
- Nature of complaint.
- Investigation undertaken.
- Actions taken.
- Outcome.
- Date of response.

The complaints record will be made available to Ofsted upon request.

7. Unreasonable, Vexatious or Abusive Complaints

Forest & Play is committed to investigating genuine concerns fairly and thoroughly.

However, the setting will not tolerate:

- Abusive, threatening or aggressive behaviour.
- Harassment of staff, children or families.
- Repeated complaints about the same issue where the complaints procedure has been completed and no new evidence is presented.
- Unreasonable demands that prevent the setting from operating effectively.

Where behaviour becomes unacceptable, communication may be restricted to written correspondence and further action may be taken where necessary.

8. Monitoring and Review

Complaints will be reviewed periodically to identify trends, improve practice and support continuous improvement.

This policy will be reviewed annually or sooner if legislation, guidance or operational practice changes.

This policy was adopted on	Signed on behalf of the nursery	Date for review
17 th June 2026	Tracey Doidge	17 th June 2026