

# Poppins Nursery Complaints Policy



<b>Policy Approved by:</b>	Board of Trustees
<b>Date:</b>	February 2026
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<b>Review Date:</b>	January 2028
<b>Nursery Manager signature:</b>	Beth Parkinson
<b>Chair of Trustees signature:</b>	Nicola Horsey

## **Introduction:**

The policy outlined below is for parents or carers of children at poppins nursery. We always welcome constructive feedback and view feedback and complaints as an opportunity to reflect, learn and improve our provision, if needed. If a parent or carer is unhappy with any aspect of our provision, they are invited to share their concerns through the complaints procedure outlined below.

Please note that this policy is not for safeguarding concerns about a member of staff, if you have a safeguarding concern then please see our 'Safeguarding Concerns and Low-Level Concerns Policy'.

## **Approach to complaints**

All complaints will be handled professionally and with objectivity, by someone who is not directly involved in the original matter wherever possible. They will be shared on a need to know basis to protect confidentiality as much as possible.

Social media platforms are not appropriate channels for complaints, staff members are not able to respond to any complaints shared via social media. We also ask that if staff members are known to parents or carers outside of the nursery, complaints are shared through the appropriate channels detailed below rather than through any external conversations.

## **Complaints procedure**

### **Step 1: An informal complaint**

We aim to resolve concerns quickly and informally wherever possible. All members of staff can be approached and spoken to verbally or parents/carers are welcome to phone the nursery office on 01962 840022. If you are dissatisfied with our response, you may request that your concern be treated as a formal complaint.

### **Step 2: Submit a Formal Complaint**

All formal complaints should preferably be submitted in writing. However, where this is not possible, we will accept complaints verbally and record them in writing on the complainant's behalf. A formal complaint can be submitted to the nursery manager via email: [poppins.manager@thecarrollcentre.org](mailto:poppins.manager@thecarrollcentre.org)

We take all complaints seriously and will acknowledge and respond to complaints within 5 working days.

Possible outcomes to a complaint may include:

- A change in our provision, resources or equipment
- Staff training
- Disciplinary action for staff members (where appropriate)
- A review or change of policy or procedure

### **Alternative circumstances:**

If the complaint relates to safeguarding, it will be escalated to the appropriate body, including the Local Authority Designated Officer (LADO) where necessary.

If the complaint relates to the nursery manager, it can either be shared with the deputy manager, the General Manager of the Carroll Centre, Timea Cheeseman at [general.manager@thecarrollcentre.org](mailto:general.manager@thecarrollcentre.org) or the board of trustees (see Step 4).

### **Step 3: An in-person meeting**

If, after receiving a response by email, it is not felt that the complaint has been fully addressed, an in-person meeting will be arranged to discuss the concerns further and explore possible solutions.

### **Step 4: Referral to the Board of Trustees**

If a solution cannot be reached within the Poppins management and staff team, then the person making the complaint is invited to escalate their concerns to the attention of 'The Carroll Centre's Board of Trustees'. The chair of the board Nicola Horsey can be contacted via email at [nicola@thecarrollcentre.org](mailto:nicola@thecarrollcentre.org).

The person making the complaint should expect to receive an acknowledgement of their concerns within 10 working days. A decision around next steps and any further actions to address the complaint should be shared as soon as possible.

### **Step 5: Escalation to Ofsted**

If, following Steps 1 - 3 it is felt that the complaint is not able to be resolved internally or has not been resolved satisfactorily, the person making the complaint is welcome to contact Ofsted.

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Phone: 0300 123 4666