



Complaints And Compliments Policy and Procedure.

Catkins Nursery aims to provide a safe, stimulating and caring environment for all children, with a high-quality nursery education for each individual child and family. We aim to make each child feel welcome and valued. We will work in partnership with parents to ensure their child feels happy and safe to learn and develop through play. We welcome comments from parents about our provision and recognise that parents are the prime educators of their children.

Comments, whether positive or negative will be taken seriously, and we hope that through good communication and our good relationships with parents and staff, that these concerns will be expressed, discussed and a solution agreed amicably.

The following procedures apply:-

Registering a concern or complaint.

- A parent, carer or member of the public with any concerns about any aspect of the group should first raise the issue with the supervisor on duty, who will immediately inform The Manager. If the parent so wishes they may contact Ofsted directly, however in the first instance Catkins would welcome the opportunity to rectify a complaint first in full partnership with the parent; Ofsted will always be informed if the parent so wishes.
- The complainant will then discuss the situation with the supervisor. Where a complaint is raised against the nursery, those involved should aim to resolve the dispute amicably.
- Ofsted will be informed on the telephone number below if relevant, and a written record of the complaint or incident will be made by the supervisor in the complaints log, and again if relevant, the details recorded as usual in the accident or incident book.
- If the complainant wishes full confidentiality, only basic details will be entered into the complaints/compliment book signed by the complainant and The Manager and a staff supervisor witness, then a full copy will be made and held as a loose-leaf document by The Owner and made available to Ofsted or relevant official bodies only (the complainant may also hold a copy).
- Any 'loose leaf' account must be always kept confidential according to the complainant's wishes.
- Where an incident involves a member of staff, the proprietor will investigate the situation and the grievance and disciplinary procedure as per the contract of employment will be followed where applicable. Where the complaint is against the proprietor then the deputy will carry out the appropriate procedure.
- The complainant is to be reassured that their complaint is being handled seriously with sensitivity and in confidence and that they will be informed as to the outcome once enquiries have been made.
- In the event of the complaint being urgent in nature and needing immediate action and the complainant wishes to remain anonymous; a complaint form may be completed and delivered anonymously.

- The form is available and can be e-mailed to parents periodically for them to print out and submit so that full anonymity may be kept if preferred. Catkins prefer to solve a problem or deal with a complaint personally but respect that this may be difficult for some carers and as such this option is available.

Following an Unsatisfactory Outcome:-

- If the matter still fails to reach a resolution, then the parent/carer should again contact the proprietor in writing, and she will arrange for a mediator to be present. This mediator may be a member of the Ofsted team, or the Early Years and Childcare Team.
- All discussions will remain confidential, and written records of all meetings will be kept.

The Registration and Inspection Unit.

Ofsted:- National Business Unit,
Ofsted
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD
Telephone:- 0300 123 1231

It may be necessary to involve Ofsted and the inspection unit if registration requirements are not being met. In any such instance, a full investigation would be made followed by appropriate action. Catkins Nursery considers the welfare of the child is paramount at all times.

Registering a compliment

Staff at Catkins constantly strive towards improvement and work closely within the team to provide the best learning experiences we possibly can for your child.

Should you feel you would like to register a compliment about an activity, member of staff or anything that has gone exceptionally well for your child and your family, then we would be delighted to offer you the compliment book to write, or you may add a compliment on our social media pages. Please ask the supervisor if you wish to enter a compliment into the book.



Reviewed November 2025.
To be reviewed on or before November 2026.

Catkins Child Care Sussex Ltd.