

# Little Dukes: Complaints Policy



Policy adopted September  
2025 - Version 1

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## Little Dukes: Complaints Policy

### Monitoring and review...

This policy will be continuously monitored, refined and audited by the Headteacher who will also review it annually to assess how efficiently duties have been carried out over the year. This review will take place no later than one year from the date shown below, or sooner if needed due to changes in legislation, regulatory requirements or best practice guidelines.

**Adopted: September 2025**

### Reviewed by:

- Geoff Marston Dukes Education: Group Compliance Director
- Nazish Usman, Principal of Hopes and Dreams Montessori Nurseries
- Ben Murray, Marketing and Admissions Director - Little Dukes Nurseries

**Next review due: September 2026**

### Please note:

This policy applies to all nursery schools within the Little Dukes Education Group, including:

- Hove Village Day Nurseries
- Hopes and Dreams Montessori Nurseries
- Miss Daisy's Nursery Schools
- Miss Daisy's Nursery School Hyde Park Ltd
- The Kindergartens Nursery Schools
- Reflections Nursery and Forest School
- Riverside Nursery Schools
- Bright Beginnings (Twickenham) Ltd
- Twickenham Park Day Nursery Ltd
- Broomfield House School Ltd
- Pippa Pop-ins Nursery Schools

Any reference to 'Little Dukes' applies to all the nurseries named above.

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### Statement of intent:

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At Little Dukes, we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We want to make sure that parents/carers are happy with the service we provide. We encourage parents/carers to share their appreciation of team members with us.

**Policy aims:**

We value input from parents/carers and will give prompt and serious attention to any concerns that they may have.

Parents'/carers' concerns will always be dealt with professionally and handled effectively to ensure the ongoing wellbeing of all children. We believe that working in collaboration with parents/carers is best for everyone and will help us continually improve the quality of the nursery.

**Key points:**

- We aim to work together with parents/carers to create the best environment for their child/children to thrive.
- We have a formal procedure for dealing with complaints we aren't able to resolve.
- Where any concern or complaint relates to child protection, we follow our Safeguarding and Child Protection Policy.
- We have an open-door policy where parents/carers can call, email or pop in to see the Headteacher or any member of the team to discuss any worries or concerns or give positive feedback.
- Where possible we deal with concerns when they are made, if that's not possible (we will always prioritise care of the children) we will agree to a meeting where we can be available to listen.
- We have daily communication with parents/carers at drop off and collection times and on our Family app where parents/carers can message the nursery team directly. Team members are responsible for responding to messages as soon as they can.
- We hold formal and informal events where team members will be available to talk about any concerns.

**Compliments from parents/carers:**

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We record all written compliments and share them with team members. We will always pass on verbal compliments.

We may also, with permission, share them in our newsletters, wider communications and on the testimonial page of our website.

The nursery encourages all parents/carers to leave us reviews so that we can continually monitor how they are feeling about their child's/children's nursery experience. This can be done on social media, Google, or through platforms such as [daynurseries.co.uk](http://daynurseries.co.uk).

### **Internal complaints procedure:**

#### **Stage 1 - Informal:**

If any parent / carer has cause for concern or questions about the care or early learning we provide, they should first take it up with the child's Key Person or a senior team member/ Room Leader. If this is not possible then the Headteacher should be informed. We aim to resolve complaints amicably and informally at this stage, but we may still record the issue, how it was resolved and keep it in the child's personal folder. We aim to resolve any informal concerns within 48 to 72 hours.

Complaints raised by parents whose children no longer attend the nursery may be heard at the discretion of the headteacher.

#### **Stage 2 - Formal:**

If an issue remains unresolved or parents/carers are unsatisfied with the outcome, then they should present their concerns in writing as a formal complaint to the Headteacher, or to the Principal if the complaint involves the Headteacher. The investigating individual will then look into the complaint and report back to the parent/carer within 28 days as required by the EYFS. If the complaint refers to a child with SEND, we will respond to the complaint within 24 hours as required by the EYFS and SEND code of practice 2015.

The investigating individual will document the complaint and the actions taken in relation to it fully in the complaints and concerns file.

Most complaints are usually resolved informally at stage 1 or 2.

#### **Stage 3 - Panel:**

If the parent/carer still feels that the matter is unresolved, they can escalate it to a Dukes Education panel within 5 days of receipt of the formal stage two outcome. If no communication is received within this timeframe, the process is deemed to be formally closed at this point.

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This panel will consist of the Principal (if not previously involved), or a member of the Dukes Senior team (usually the Operations Director of Little Dukes, Rik McShane) and an independent panel member not involved with the initial complaint or the leadership or daily management of the nursery. The panel will investigate further and then hold a formal meeting with the parent (who can have a friend or partner present) to ensure that it is dealt with comprehensively.

Dukes Education will make a record of the meeting and document any actions. All records of the complaint will be kept whether it is upheld or not. Everyone present at the meeting will be asked to review and sign the report showing their agreement that it is accurate. Each person present at the meeting will receive a copy. This will signify the conclusion of the procedure. A Stage 3 complaint will be completed within a 28-day timeframe as required by the EYFS.

**Stage 4:**

If a matter cannot be resolved to their satisfaction, then parents/carers have the right to raise the matter with Ofsted. Ofsted is the Office for Standards in Education, Children's Services and Skills for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of its Ofsted registration. It risk-assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of all complaints will be kept in the nursery and the Headteacher will update this each time there is a complaint. The record must include: the name of the complainant, the nature of the complaint, the date and time the complaint was received, the action(s) taken, the result of any investigations and any information given to the complainant including a dated response.

Parents/carers will be able to access this record if they wish to, but all personal details relating to any complaint are stored confidentially and can only be accessed by the parties involved.

Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

We inform parents/carers that they can address complaints directly to Ofsted at any time including at any stage of the complaints process, but we strongly encourage going through all the stages of the complaints procedure first to resolve issues in a positive way.

We will inform parents/carers if we learn about an upcoming Ofsted inspection. After an inspection we will provide a copy of Ofsted's report to parents/carers of children who regularly attend the nursery.

**Legislative Framework:**

**EYFS 2024: 3.74, 3.75**

**Other guidance:**

**Contact details for Ofsted:**

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

**Telephone: 0300 123 4666**

**Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD**



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