Ashbridge
INDEPENDENT SCHOOL & NURSERIES

COMPLAINTS POLICY AND PROCEDURES – ASHBRIDGE NURSERIES

Approved by: SLT

Approved date: November 2025

To be reviewed by: SLT

Review date: November 2026

Availability: On the school website and as a paper copy on request
Scope: Ashbridge Nursery Hutton, Ashbridge on Ribble, Ashbridge Nursery at Maxy Farm, The Fledglings Nursery

Linked to: Terms and Conditions

Introduction

We are always striving to provide the highest quality care and education for children, and we welcome feedback from parents/carers. Whilst we hope that parents/carers are always happy and satisfied with the service provided, we recognise there may be times when there are concerns, and this Complaints Policy sets out the process should parent/carers wish to raise an issue.

Strong relationships with our families depend on honest and direct communication between all parties, therefore if there are any concerns about the service we provide, we strongly encourage parents/carers to contact us in line with the Complaints Policy. We ensure that complaints are dealt with fairly and within clearly defined time limits. The raising of concerns and complaints is viewed very positively by all staff at Ashbridge as a means of improving our service. This policy may be used by any current parent/carer who has a concern or complaint about the fulfilment of the EYFS requirements at an Ashbridge Nursery. A separate policy is in place for Ashbridge Independent School, and this policy can be found on the website or on request at a Reception desk.

Stages of Complaints

A staged approach is in place and each of the stages will usually occur in order. There will usually be no return to previous stages.

Stage 1 - Informal Stage

Should a parent/carer have a concern about the care or education provided by the nursery, they should discuss it with the relevant member of the team. Initially this may be the child's key person, Room Leader or a member of the Nursery Management Team, depending on the concern. Concerns are welcomed by email or verbally and we will endeavour to rectify concerns as swiftly as possible.

Stage 2 – Formal Stage

Should the issue still be unresolved or if the parent/carer feels they have not received a satisfactory outcome, a formal complaint may be submitted. All formal complaints must be made in writing, including email, and directed to the Nursery Manager or Head of Nursery. The Nursery Manager/Head of Nursery, together with a member of the Senior Leadership Team if deemed necessary, will fully investigate the complaint and feedback to the parent/carer, usually within 28 days of the complaint being received. A full record of the complaint process is held.

The vast majority of complaints are resolved at Stage 1 or Stage 2, however, if the parent/carer is still unsatisfied, they may move to Stage 3.

Stage 3 – SLT Review Meeting

If the matter is still not resolved satisfactorily, either for the complainant or for the nursery, the complaint will be referred to the Senior Leadership Team who will facilitate a meeting between the parent/carer and the Nursery Manager/Head of Nursery. If a member of the Senior Leadership Team has been involved at an earlier stage, a different member of the team will take part in this meeting. The meeting gives all parties further opportunity to discuss the complaint, and a written record of the meeting is produced and provided for all parties. All parties are requested to sign to agree to the record of the meeting. At this point all stages of the complaint procedure is completed. If, after this

process, the issue remains unresolved, the company reserves the right to give notice, withdraw the place and terminate the contract in line with its terms and conditions.

Persistent Complaints

If a parent/carer makes repeated attempts to raise the same or extremely similar complaints after it has been considered at all three stages, this is likely to be regarded as vexatious and outside the scope of the policy.

Complaints outside the scope of the EYFS

The requirement to respond to complaints relating to meeting the requirements of the EYFS will always be responded to within 28 days. Should Ashbridge agree to consider a complaint outside of the scope of the EYFS, we may extend the response timeline. This would only be done should we feel it necessary in order to undertake a thorough investigation and would always be approved by a member of the Senior Leadership Team.

Records

Written records are kept of all complaints and kept in line with our Privacy Notice and Retention of Records policy. These records will detail the stage at which the complaint was resolved and any action taken by the company as a result of these complaints, regardless of whether they were upheld or not.

All correspondence, statements and records relating to individual complaints are logged and kept confidentially in line with GDPR, except where OFSTED or other relevant bodies requests access to them.

Contacting OFSTED

We hope that families feel able to direct complaints to the nursery in the first instance to give us the opportunity to investigate and address the complaint. However, a complainant may contact OFSTED for any reason relating to complaints, including if they feel we are not meeting the EYFS requirements.

OFSTED
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