



HAPPY FEET
Nursery & Pre-School

Parent Complaints Procedure

For parents and carers

At Happy Feet Nursery & Pre-School, we value strong partnerships with parents and carers. We welcome feedback and take all concerns seriously, working to resolve them promptly, fairly, and professionally.

Raising a concern

We encourage parents and carers to raise any concerns as soon as they arise. Many issues can be resolved quickly by speaking with your child's Key Person or Room Leader. If the concern cannot be resolved informally, it should be referred to the Nursery Manager.

Making a formal complaint

If a concern remains unresolved, a formal complaint may be made in writing to the Nursery Manager. If the complaint relates to the Manager, it should be addressed to the Director or Owner.

What happens next:

- Your complaint will be acknowledged within 5 working days
- A full and fair investigation will be carried out
- You will receive a written response within 28 days outlining findings and any actions taken

Safeguarding concerns

If a complaint raises a safeguarding concern, it will be dealt with immediately in line with our safeguarding procedures and referred to the appropriate authorities where required.

Escalating concerns to Ofsted

If you remain dissatisfied after following our complaints procedure, you may contact Ofsted directly:

Ofsted – Early Years
Piccadilly Gate, Store Street
Manchester, M1 2WD
Tel: 0300 123 1231
Website: www.gov.uk/ofsted

Further information

This document is a summary of our complaint procedure. A full copy of our Complaints Policy & Procedure is available on request from the Nursery Manager.