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.

We aim to resolve concerns at the earliest opportunity through open and constructive communication.

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 the findings and any actions taken.

The investigation may include reviewing relevant records and speaking with staff or others involved. Information will be handled appropriately and confidentially, subject to any safeguarding or legal requirements.

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 safeguarding professionals or authorities where required. Safeguarding matters may need to be managed separately from the normal complaints process.

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 4666
Website: GOV.UK – Ofsted

Ofsted regulates registered childcare providers but does not resolve individual disputes between parents and providers. Ofsted will consider information provided to it and decide whether regulatory action is required.

Unreasonable or abusive conduct

We welcome genuine concerns and will always treat them seriously. We also expect communication to remain respectful. Where contact becomes persistent, abusive, threatening, harassing or otherwise unreasonable, Happy Feet may take reasonable steps to manage how further communication is handled and to protect staff and the nursery environment. This will not prevent genuine safeguarding concerns from being considered appropriately.

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.

Effective from: September 2026 | Review cycle: Annual or sooner if legislation or statutory guidance changes

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