muddy boots
DAY NURSERY

Complaints Procedure

Policy Statements

Muddy Boots Day Nursery aims to provide a happy and stimulating environment for children, where they feel at home and loved.
Our working practices aim to provide parents with ample opportunity to discuss their child's (or children's) experience of being part of the nursery. We encourage continual informal discussion with key persons and schedule formal feedback on both general issues of participation in nursery as well as on developmental targets for foundation stage learning.

Parents are encouraged to discuss any concerns they might have with their child's key person or the nursery manager at any time. However, in the event that a parent is not satisfied with the provision the nursery provides the following complaints procedure should be used.

To aid a speedy resolution for complaints, we have three separate complaints procedures:
Admissions (see admissions policy), Quality of children's experience (see below), Administration (i.e. bookings and fees) (see below).

Complaints procedure (for children's quality of experience)

If you are dissatisfied with an aspect of the nursery's provision for your child and have not been able to resolve the matter through discussion with your child's key person or the manager, you should put your concern in writing to the nursery manager who will contact you to arrange an informal meeting.

At this meeting the nursery manager, yourself and the key person will meet to discuss the issue of concern. If you do not wish the key person to be present please state this in the letter to the manager. If this meeting does not resolve the concern, or provide an agreed strategy to address the issue, then a formal complaint can be made in writing to the Director of Finance and Operations at Trinity College:

Gillian Parkinson (Director of Finance and Operations)
Trinity College, Stoke Hill, Stoke Bishop, Bristol BS9 1JP

The Director of Finance and Operations will respond to your letter in writing, after consulting the nursery manager. This reply will outline the position of the nursery over your concern. If appropriate, a further meeting to discuss the matter will be made. At such a meeting we would welcome the presence of any suitable third party to help discuss the matter.

The nursery is required to make OFSTED aware of any formal complaint of this nature and will do so, stating the response that has been offered.
In the unlikely event that the written response or meeting does not satisfactorily meet the complaint, parents are advised that they too may contact OFSTED.

OFSTED, National Business Unit, Piccadilly Gate, Store Street, MANCHESTER, M12WD
Telephone : 0300 1231231

Throughout this period the nursery we will continue to the usual provision for your child unless the parent has removed them or contravention of a nursery policy has required the child be excluded.

Complaints procedure (for administrative or financial matters)

Parents are advised that the nursery is not required to make OFSTED aware of any formal complaint of this nature but that we will do our upmost to resolve any matter arising.

In the first instance parents should address any concern of the handling of bookings (or other administrative matters) to the manager and in regard to fees to the Finance Director at Trinity College.

If these discussions do not resolve the matter, then please put your concern in writing to the manager who will seek to arrange a response or a meeting with an appropriate colleague to resolve the issue.
If this action does not remedy the situation, then please address your complaint to the Director of Finance and Operations at Trinity College:

Gillian Parkinson (Director of Finance and Operations)
Trinity College, Stoke Hill, Stoke Bishop, Bristol BS9 1JP

The Director of Finance and Operations will respond to your letter in writing, after consulting the nursery manager. This reply will outline the position of the nursery over your concern. If this does not resolve the matter, then further correspondence should be continued to be addressed to the Director of Finance and Operations.

Throughout this period the nursery will continue with the usual provision for your child unless the parent has removed them or contravention of a nursery policy has required that the child be excluded.

Notification of Complaints

If the nursery receives a formal complaint of either nature, then notification that a complaint has been received will be posted on the nursery information board. The general nature of the complaint will be described, though not the specific nature. Following the resolution of a complaint the details of any changes in policy or practices will similarly be posted. Complaints that are unresolved will also be indicated. Parents are advised that Muddy Boots has not received any formal complaints from users in the course of its operations (as of date on this policy)

Complaints Procedure Report

Child / Member of Staff
Name:……

Person/s involved ……:……

Nature of Complaint/issue

How can this be resolved for the people involved

Reported to:……

Date:……Signature of complainant:……
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How can we learn from this (ie changes to practice/policy)

Review of solution

Name:……Signature:……
……..
Date:……..

If matter unresolved report to Trinity College Administrator

Name: ……..Signature:……
Date:……..

Step 4 If matter unresolved report to: OFSTED,
National Business Unit,
Piccadilly Gate,
Store Street,
MANCHESTER, M12WD
Tel : 03001231231

Copy of this report to be kept in complaints file for 3 years
OFSTED to be notified of outcome within 28 days
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Provider Complaints Record and How to Complete the Complaints Record

Provider complaints record

Date of complaint	

A: Source of complaint			
Parent (in writing, including email)[1]	☐	Staff member	☐
		Anonymous	☐
Parent (in person)	☐	Ofsted (include complaint number if known)	☐
Parent (phone call)	☐	Other (please state)	☐

B: Nature of complaint (please tick all Safeguarding and Welfare Requirements that the complaint relates to)			
Child Protection	☐	Managing Behaviour	☐
Suitable People	☐	Safety and Suitability of Premises, Environment and Equipment	☐
Staff Qualifications, Training and Support	☐	Equal Opportunities	☐
Health	☐	Information and Records	☐

Please give details of the complaint:

[1] Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

C: How it was dealt with	
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	☐ ☐ ☐
Please give details of any internal investigation or attach any outcome letter from Ofsted:	

D: Actions and outcomes		
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies	☐ ☐ ☐ ☐ ☐ ☐	
Please give details:		
Has a copy of this record been shared with parents? Yes or No		
Name of recorder:	**Outcome notified to parent:** Yes **(within 28 days)**[2] **Date:**	
Position: **Name:** **Signature:**	**Date Completed:**	

[2] Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.

How to Complete the Complaints Record

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

A. Source of complaint

You need to record here who made the complaint. Where people complain directly to Ofsted, they will normally refer all such complainants to the setting in the first instance. Where Ofsted carries out an investigation into the setting's continued suitability to provide childcare following a complaint, they will tell you of the outcome of the investigation. Where Ofsted do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

B. Nature of complaint

The record is intended only for complaints relating to the Safeguarding & Welfare Requirements. You must record here one or more Safeguarding & Welfare Requirements to which the complaint refers. If you are unsure you should refer to the Statutory Framework for the Early Year Foundation Stage. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

C. How it was dealt with

You must provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records
- who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- Any referrals you made to an external agency, for example local authority environmental health departments or social services.

D. Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

- any action(s) identified by you
- any actions set or taken by Ofsted
- any action taken by another external agency, where you have their permission to do so
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on **0300 123 1231**

You must share an account of the findings of your investigation and the action, if any, that you took or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.

Records of complaints must be kept for 3 years and made available to Ofsted on request.

Reviewed on: November 2025	Reviewed by: Silviya Velikova (Deputy Manager)	Next Review: November 2026