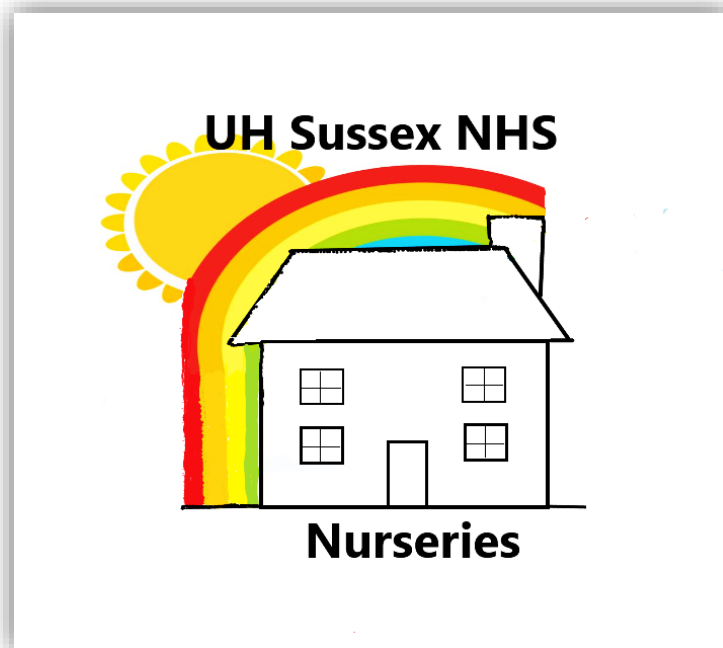


TRUST POLICY

Nursery Handbook – Complaints Policy



Approval		
Director approval	Date approved:	13 th March 2026
<i>For Clinical Documents only: Add departmental governance group</i>	Date approved:	N/A
Ratification		
Trust Management Committee	Date approved:	22 nd July 2026
	Review Date	22 nd July 2029

Version	Date	Author	Status	Comment
1.0	February 2026	Tracey Gregory and Samantha Scott	Archived	New trust wide policy
1.1	August 2026	Tracey Gregory	LIVE	Minor changes in line with legislation
2.0				

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1. Policy Statement

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome

3.101 Early Years Foundation Stage Statutory Requirements 2026

University Hospitals Sussex Foundation Trust nurseries, strive to ensure that all children's individual care needs are met and looked after in a safe and caring environment, however we do recognise that sometimes problems can occur.

It is our aim to deal with problems as early and as quickly as possible. We welcome comments about the quality of our staff and the service we provide. Should any negative comments arise, these will be acted upon and necessary actions agreed and carried out as soon as possible.

The Nursery Manager or Deputy is readily available and will always find the time to discuss any matter.

Alternatively, the Childcare Service Manager is able discuss any concerns a parent or carer may have.

Any complaints received from any parent, carer, visitor or staff member will be dealt with in accordance with the University Hospitals Sussex NHS Foundation Trust official complaint procedure.

If the complainant or nursery management team believes that the issue has Child Protection implications, they must inform the Senior Designated Safeguarding Lead (Tracey Gregory, Childcare Services Manager) immediately according to the procedure set out in the Safeguarding and Child Protection Policy.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police. The Service Manager will contact the Trust's Human Resources Team and the Safeguarding Lead Officer, as well as the Local Authority LADO. In the absence of the Service Manager the Nursery Manager will lead.

The Nursery Manager will offer to meet the parent or carer concerned to discuss the complaint and the investigation and conclusion.

At all times the Nursery staff and Management team will seek to re-establish a positive and constructive relationship with the complainant.

2. Complaints Made in Person or by Telephone

Where complaints are made in person, every effort possible will be made to ensure that they are resolved at the time they occur.

Should a complaint be made to a member of staff this should be escalated as quickly as possible to the Nursery Manager or Deputy Manager.

3. Complaints Made in Writing

UHSussex nurseries Nursery Managers will be responsible for the managing complaints on a day-to-day basis however should the complaint be of a significance which has caused a parent/carer considerable concern, or a complaint against a staff member, or the complaint warrants addressing above the Nursery Managers position this will be escalated to the Childcare Services Manager

- A full internal investigation will be carried out; this will involve other staff members, possibly other users of the nursery such as a parent/visitor or outside professional.
- A full written investigation will be discussed with the complainant to ensure they understand the findings and the measures that have been implemented.
- If a complaint should be of the conduct or capability of a nursery employee, then the Childcare Service Manager may require the support of the Trust's HR team. The investigation outcome maybe escalated to the HR Director for further action.

4. Internal Investigation

UH Sussex nurseries Nursery Managers will be responsible for the managing complaints on a day-to-day basis however should the complaint be of a significance which has caused a parent/carer considerable concern, or a complaint against a staff member, or the complaint warrants addressing above the Nursery Managers position this will be escalated to the Childcare Services Manager

A full internal investigation will be carried out; this will involve other staff members, possibly other users of the nursery such as a parent/visitor or outside professional.

A full written investigation will be discussed with the complainant to ensure they understand the findings and the measures that have been implemented.

If a complaint should be of the conduct or capability of a nursery employee, then the Childcare Service Manager may require the support of the Trust's HR team. The investigation outcome maybe escalated to the HR Director for further action.

5. Making a Complaint to OFSTED

If a parent or carer does not feel that the investigation satisfactorily answered their complaint they can submit a complaint to OFSTED.

The OFSTED regulator for UHSussex NHS Foundation Trust Nurseries is:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 4666

Any complaints received will be kept in a Complaints Record file kept on the nursery premises and will be reviewed annually by the Managers.

6. Provider Notifying OFSTED of a Complaint, Serious Accident, Incident or Death

If the complaint falls within a serious accident, incident or death stated at www.gov.uk/guidance/report-a-serious-childcare-incident Childcare Service Manager or in their absence the Nursery Manager will report to Ofsted within the 14 days notification period

Early Years and Childcare Enforcement Policy Nov 2025

www.gov.uk/government/publications/early-years-and-childcare-ofsteds-enforcement-policy/early-years-and-childcare-enforcement-policy

The Service Manager with the support of the Nursery Manager and University Hospitals Sussex NHS FT will comply with a full and transparent investigation under the guidance of Ofsted.