COMPLAINTS & CONCERNS POLICY AND STATUTORY LOG

Happy Hoglets Multilingual Nursery | EduArt C.I.C. | Unit 1, Wolseley Trust Business Park, Plymouth, PL2 3BY

Provider / URN: EduArt C.I.C. (URN: 2861402)

Statutory Duty: EYFS Framework (Sept 2026, Para 3.83–3.84)

Nursery Manager & DSL: Claudia Cristina Zolde

Deputy Manager & Deputy DSL: Irina Ecaterina Matei

Written Complaint Response SLA: Within 28 calendar days

Record Retention: Minimum 3 years from date of entry

1. Complaints Policy & Procedure

Happy Hoglets Multilingual Nursery welcomes feedback from parents, carers, and the community. In accordance with the **EYFS Statutory Framework (effective 1 September 2026)**, we investigate all written complaints from parents/carers relating to the EYFS safeguarding and welfare requirements and notify the complainant of the outcome within **28 calendar days**.

- **Stage 1 – Informal Resolution:** Parents/carers are encouraged to speak first with their child's Key Person or the Nursery Manager (Claudia Cristina Zolde). Most concerns are resolved quickly through open, respectful conversation.
- **Stage 2 – Formal Written Complaint:** If a concern is not resolved informally, or if a parent wishes to make a formal complaint, they should submit it in writing (by letter or email to **eduartcic@gmail.com**) to the Nursery Manager. Where the complaint concerns the Nursery Manager, it is referred to the Deputy Manager / EduArt C.I.C. Board.
- **Stage 3 – Investigation & 28-Day Outcome:** The Nursery Manager acknowledges the complaint within 3 working days, conducts a thorough, impartial investigation, records findings in the anonymised **Complaints Log** below, and provides a written outcome letter within **28 days**.
- **Safeguarding & Allegations Escalation:** If any complaint raises a child protection concern or an allegation of harm against a staff member or volunteer, the investigation immediately pauses and follows our **Safeguarding & Allegations Against Staff Policy** (immediate referral to Plymouth MASH on **01752 668000** / Plymouth LADO and Ofsted notification within 14 days).
- **Contacting Ofsted Directly:** Parents/carers may contact Ofsted at any time regarding registration or EYFS welfare compliance: **Ofsted Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD | Tel: 0300 123 1231 / 0300 123 4666 | enquiries@ofsted.gov.uk**.

2. Statutory Complaints Record Log (Anonymised for Parent & Ofsted Inspection)

Note: Do not write full names of children, parents, or staff in this summary log. Store personal investigation notes separately in a locked confidential file. This log must be available to parents and Ofsted inspectors on request and retained for at least 3 years.

Complaint Ref No. & Date Received:		**Ofsted Ref (if applicable):**	
Source of Complaint:	[ ] Parent in writing/email [ ] Parent in person [ ] Parent by phone [ ] Ofsted [ ] Staff [ ] Anonymous [ ] Other		
EYFS Welfare Area(s) Concerned:	[ ] Child Protection / Safeguarding [ ] Suitable People [ ] Health & Medication [ ] Premises, Environment & Equipment [ ] SEND / Inclusion [ ] Information & Records [ ] Other		
Summary of Complaint (Anonymised): *(Dates, times, and facts without identifying names)*			
How the Complaint Was Investigated:	[ ] Internal Investigation by Nursery Manager [ ] Investigation by Ofsted [ ] Other Agency (LADO / MASH / Environmental Health): _____		

(By whom, when, and agencies involved)	*Investigation notes:*		
Actions Taken & Outcome:	[ ] Internal Actions / Policy Update [ ] Actions Agreed with Ofsted [ ] No Further Action [ ] Other Agency Action *Details & review date:*		
Written Outcome Shared with Parent?	[ ] Yes [ ] No *(State reason)*	**Date Outcome Notified:** *(Must be within 28 days)*	____ / ____ / 20____
Recorded By (Name & Role):		**Signature & Date:**	