



Moor Park Early Years Complaints Policy

This policy should be read in conjunction with the Moor Park Complaints Policy

Moor Park Early Years aims to provide the very highest standard of care for all children. Children and their parents/carers are entitled to expect a warm welcome, courtesy at all times, and prompt careful attention to their needs and wishes. We will work co-operatively with parents and carers to ensure this. We welcome any feedback, whether positive or negative, on the service we provide.

Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints is available to OFSTED and ISI on request.

Any complaints will be dealt with promptly and the complaint will receive response of any actions taken within 20 days of the complaint being made. Any unresolved complaints will be referred to Ofsted. Details of how to contact OFSTED and or ISI are displayed in the setting.

For parents of children in Nursery, Kindergarten and Reception, details of the complaint's procedure can be obtained from the Headmaster's PA or from the school website.

Registered Person: Mr Peter Gosling
Head of Early Years: Mrs N Marshall

Aim

We aim to bring all concerns to a satisfactory conclusion for all parties involved.

Method

To achieve this, we operate the following complaints procedure.

Complaints Procedure at Tick Tock

Stage 1

Any parent who is uneasy about any aspect of provision talks over, first informally, his/her worries and anxieties with The Head of Early Years (Nicola Marshall) or Tick Tock Deputy Manager (Magali Collin). The Head of Early Years /Deputy Manager will contact The Headmaster (Mr James Duffield) to inform him of any complaint. A note is made on the Record of Complaint form, which is available to see at any time.

Stage 2: Formal

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage 2 of the procedure by putting their concerns or complaint in writing to the Head of Early Years and the Registered Person. Parents will be told of the outcome of the investigation. Most complaints should be resolved informally at stage 1 or at stage 2.

Stage 3

If the matter is still not sorted to the parent's satisfaction, the parent may appeal to the Moor Park Governing Body and the procedures set out in the Moor Park complaints policy will be followed.

All outcomes of a written complaint relating to the fulfilment of the EYFS requirements will be investigated and you will be informed of the outcome within 28 days of the complaint being received.



Parents may approach Ofsted directly at any stage of this complaint's procedure.

Inspections

Moor Park will notify parents about an inspection once we have been notified. Once the final inspection report has been provided, it will be supplied to all parents of children who attend the setting regularly.

Applications, Regulatory and Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel. No: 0300 123 4666
Email: enquiries@ofsted.gov.uk

ISI – (concerns about a school)
020 7710 9900 concerns@isi.net

Tick Tock Registration Number: EY294910

These details are displayed on the nursery notice board.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the setting and of the parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

Statutory Framework for the Early Years Foundation Stage- September 2025