Escalation Policy

The nursery always has an open-door policy to welcome parents and carers. Our ethos is one of accountability, communication, and transparency to engender and maintain trust with parents and carers, which is vital for a successful nursery.

We constantly strive to provide an environment that operates at a high standard and is also held in high regard within the community. To that end, we work in partnership with parents/carers and outside agencies and we welcome any comments or suggestions that will help us to improve.

We understand that from time to time, there may be occasions when issues become sufficiently important that an escalation is required. It is therefore the responsibility of nursery management to ensure that parents/carers have clear access to information that will assist this need.

The purpose of this policy is to clarify how complaints and escalation procedures can be made in a confidential, transparent, and effective way. In addition, where the complainant is a member of staff, they may refer to the nursery grievance procedures and the whistleblowing policy.

ESCALATION PROCEDURES

The following procedures apply:

• In the first instance a parent/carer would discuss any concerns with the individual member of staff caring for their child, typically the key person .

• The next point of escalation is the Nursery Manager or Deputy Manager who will deal with the situation in a timely manner. Emails may be sent to the nursery in confidence using the address (muddypuddleschildcare99@gmail.com).

• In the event of an unsatisfactory or incomplete solution being reached, at this stage the parent / carer can be referred to the Directors – Mark or Victoria Shaw. This referral can either be through a letter or by personal request. The director will arrange a meeting to discuss the issue(s) in more detail.

• All complaints and escalations are confidential, and all information is recorded.

The Director or Nursery Manager will acknowledge receipt of the referral and make arrangements to discuss the matter in full. In certain incidents, the Director or Nursery Manager may decide to conduct an internal investigation which will result in a full written report. This report can then be sent to the parents/carers and any other relevant third parties.

The nursery operates a self-reporting policy with regulatory bodies, and may deem it appropriate to disclose the incident to Ofsted and / or the Local Authority. The parent / carer will also be provided with the option to escalate to Ofsted and / or the Local Authority in accordance with their wishes.

In addition to reporting the incident to regulatory bodies, the nursery may deem it appropriate to take disciplinary action internally. Parents / carers will be informed where such action has been taken such that full accountability is maintained.

ESCALATION TO OFSTED

Our nursery is registered with Ofsted (Office for Standards in Education, Children's Services and Skills). In the event that the issue cannot reasonably be dealt with internally, the Director, Nursery Manager and / or the Parents / Carers can raise formal complaints to Ofsted as follows:

The National Complaints Team, Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD. Email: enquiries@ofsted.gov.uk.

Tel: 0300 123 4666.

Our Ofsted Registration Number: EY562296

When Ofsted receives either a self-reported complaint from the setting or an escalation from parents/carers the following will normally apply:

- The complaint / escalation will usually be registered within 5 working days.
- Ofsted will investigate and submit a response within 20 working days of the initial contact.
- It may be decided that Ofsted will visit the childcare setting for further discussions.
- It may be decided that the Ofsted will invite the parents/carers to a meeting.
- A decision will be made and the parents/carers will be informed.
- Dependent on the circumstances, Ofsted may
  (1) close the setting
  (2) suspend services at the setting
  (3) amend the Ofsted inspection rating
  (4) record the incident on its web site
  (5) provide the setting with a list of mandatory actions to implement within a given period (6) decide no action is necessary.
- Ofsted will also provide details of how to appeal if the complainant is not satisfied with the response.

The nursery keeps a complaint register in the Manager's office which is available for inspection by staff, parents and visitors as appropriate.

ESCALATION TO THE LOCAL AUTHORITY

In the event of a safeguarding issue, parents/cares or the setting may notify The Local Authority Designated Person (LADO). 01872 326 536

Advice, Contact & Assessment Service: Early Help Hub 01872 322277

MARU – Multi agency referral unit, and MAAT – Multi agency advice team 0300 1231 116

Email : multiagencyreferralunit@cornwall.gov.uk

For urgent referrals after 17.15 or at the weekend call the out of hours service on 01208 251 300

When an allegation is made against a member of staff the Local Authority Designated Officer, LADO, should be the first point of contact and then Ofsted.

Reviewed: February 2026

Next Review: February 2027