



## **Raising a concern/making a complaint about a nursery provider that has been awarded Millie's Mark**

This page is for nursery providers, parents, carers or other members of the public who want to raise a concern/make a complaint about a nursery provider that holds Millie's Mark, retrieve an existing complaint or learn more about the complaint process.

If your concern is about a nursery provider that has been awarded Millie's Mark with regards to paediatric first aid you should contact a member of the Millie's Mark team on 01484 40 40 70 or at [info@milliesmark.com](mailto:info@milliesmark.com).

Ofsted is the Office for Standards in Education, Children's Services and Skills. They are responsible for inspecting and regulating services that care for children and young people, and services providing education and skills for learners of all ages. If you have any concerns about the care and education of a child at a nursery provider you should contact Ofsted at <https://contact.ofsted.gov.uk/onlinecomplaints> or telephone 0300 123 1231.

Any safeguarding and child protection concerns about the nursery provider should be referred to your local authority.

**NDNA's Complaints and Compliments Procedure for nursery providers, parents, carers or other members of the public who want to raise a concern/make a complaint about a nursery provider that holds Millie's Mark, retrieve an existing complaint or learn more about the complaint process.**

NDNA's vision is a society where all children and families receive the best-quality care and learning that enable them to reach their potential.

NDNA's mission is to empower nurseries to provide sustainable, excellent care and early learning for children.

NDNA will record all compliments and share these with internal staff, Millie's Trust and Department for Education.

We welcome any suggestions from nursery providers, parents, carers and other members of the public on how we can improve our services, and will give prompt and serious attention to any concerns. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children.

The following process will be followed for all concerns and complaints received:

- Concerns/complaints should be sent confidentially in writing addressed to a member of the Millie's Mark team
- Provided the concern/complaint does fall within the scope of Millie's Mark, the Quality Manager will carry out a full investigation, which may include sending details of the complaint to the defendant and inviting the nursery provider to respond in writing
- Concerns/complaints referring to quality of care and education will be directed to Ofsted and child protection/safeguarding concerns will be directed to their local authority. Millie's Mark may be suspended until further investigations at this stage
- For concerns/complaints referring to Millie's Mark a meeting made up of the Millie's Mark panel members will be arranged to discuss the concern/complaint. The evidence from both the complainant and defendant will be examined
- The Panel may dismiss the complaint on the basis of either not being relevant to Millie's Mark or lack of evidence, or may uphold or partially uphold the concern/complaint and suspend Millie's Mark
- If the nursery provider does not agree with the decision of the Panel, they may appeal within 10 working days to the Senior Management Team/Chief Executive stating the reasons for appeal and providing relevant evidence
- The appeal will be heard at the next scheduled Senior Management Team (SMT) meeting. SMT may decide to uphold or overturn the decision and the decision of SMT is final. The nursery provider will be notified of SMT's decision within five working days of the meeting
- Complainants and nursery providers commit to recognise the sensitive nature of complaints under this process and will keep details confidential and not discuss publicly
- The Quality Manager will ensure that a record of any complaints, subsequent action and related correspondence is kept in a confidential central file in the Chief Executive's office.