



Sheffield Hallam University Nurseries

Complaints Procedure

We consider any issues you raise to be important and will try to work with you to resolve them in whatever way you raise them. We have procedures for addressing complaints at both an informal and formal level, but this is not intended to replace the daily contact and discussions we have as part of our routine contact with you as parents and carers using our services.

Please raise any concerns about our service at either nursery as soon as possible. We believe that in most cases we can deal with complaints swiftly, with satisfactory results for all concerned. We will make initial investigations within two working days and try to rectify any problems. If you are not satisfied with our response, you may then go on to make a formal complaint.

Informal complaints (Stage 1)

In the first instance, a direct approach to a member of staff in the group where your child attends may be the best way forward. All our staff are aware of our policy of treating all your concerns seriously. However, if you do not wish to approach the person involved or you are not satisfied with the response to your concern, you should contact Claire Carroll, Rachael Hinchcliffe, Esther Jones, Natalie Charlesworth (Collegiate) or Claire Carroll, Sadie Broadhead, Rebecca Grace (Meadows) All complaints will be documented on our customer care form to ensure we deal with concerns promptly.

Claire Carroll – Head of Nursery

Phone 0114 225 2263

c.carroll1@shu.ac.uk

Rachael Hinchcliffe - Deputy Childcare Services Manager Collegiate

0114 225 4245

r.hinchcliffe@shu.ac.uk

Esther Jones - Deputy Childcare Services Manager Collegiate

0114 225 2513

e.jones@shu.ac.uk

Natalie Charlesworth - Deputy Childcare Services Manager Collegiate

0114 225 2263

N.J.Charlesworth@shu.ac.uk

Sadie Broadhead - Deputy Childcare Services Manager Meadows

07765743321

s.broadhead@shu.ac.uk

Leanna Clark - Deputy Childcare Services Manager Meadows

07765743321

Leanna.clark@shu.ac.uk

If the complaint concerns the Head of Nursery, or if you do not wish to make your initial complaint within the nursery, you should contact Esther Kent, Director of Student Futures and Support.



Esther Kent Director of Student Futures & Support

e.l.kent@shu.ac.uk

0114 2255595

Formal Complaints Form (Stage 2)

Some concerns will be serious enough to merit a formal approach from the start. The nursery is committed to dealing with concerns and complaints in a robust manner. Should you find that your complaint is of a more serious nature or you are not satisfied with our stage 1 (informal complaints procedure) you should discuss this with the Head of Nurseries or the Deputy Managers and action will take place in line with the formal complaints procedure which is as follows:

- Complete the formal complaint form contained within this procedure and give this to either:

Claire Carroll – Head of Nurseries

Rachael Hinchcliffe - Deputy Childcare Services Manager (Collegiate),

Esther Jones - Deputy Childcare Services Manager (Collegiate)

Natalie Charlesworth- Deputy Childcare Services Manager (Collegiate)

Sadie Broadhead - Deputy Childcare Services Manager (Meadows)

Becky Grace- Deputy Childcare Services Manager (Meadows)

Alternatively, if you wish to post your complaint, the address is:

Claire Carroll, Sheffield Hallam University Nursery, 23 Broomgrove Road, Sheffield, S10 2LW

Claire Carroll, The Meadows Nursery, 339-351, Shirecliffe Road, Sheffield S5 8XJ

- The Head of Nursery or Deputy will investigate formal complaints and notify you of the outcome within 28 days of a complaint been made

- The details of the complaint and outcome will be kept on file and retained within the nursery; all records of complaints are made available to our governing body Ofsted

- If the complaint concerns the Head of Nursery, you should contact Nick Woolley, Director of Library and Campus Services

Formal complaints will be held on record for a minimum of three years.

Esther Kent Director of Student Futures & Support

e.l.kent@shu.ac.uk

0114 2255595



The regulatory role of Ofsted

Ofsted (the Office for Standards in Education) is responsible for making sure day-care settings meet set Welfare requirements. If you have serious concerns or complaints you can make your complaint direct to Ofsted:

By telephone **0300 123 1231**

By post

Ofsted
Piccadilly Gate
Store Street Manchester
M1 2WD

Ofsted advise that if you are seriously concerned about your child's safety you should remove your child immediately, and contact the Safeguarding Team <https://www.safeguardingsheffieldchildren.org/> (Sheffield Children Safeguarding Partnership).

If you are worried that a child has been harmed or is at risk of harm then phone the Sheffield Safeguarding Hub on 0114 273 4855 (24 hours) to speak to a social worker.

Customer Care form

Name of Child

D.O.B

Group

Nature of concern

--

Concern Received by

Date Received

Action Taken



Date outcome shared with parent carer:

Parent/Carer Comments

Signature of staff member:

Signature of parent/carer:

Follow up action required: YES/NO (Delete as applicable)

Details of follow up required:

This policy was adopted on	Signed on behalf of the nursery	Date for review
1/12/23	C.E.Carroll	January 2026



Customer Care form

Name of Child

D.O.B

Group

Nature of concern

--

Concern Received by

Date Received



Action Taken

Date outcome shared with parent carer:

Parent/Carer Comments

Signature of staff member:

Signature of parent/carers:

Follow up action required: YES/NO (Delete as applicable)

Details of follow up required:

Formal Complaints Form

Date complaint made/received:

Complaint made by:

Name:

Address:

Telephone:

Complaint made (in person, letter, email, telephone)

Details of complaint:

Action Taken:



Outcome of complaint:

Response to person raising complaint:

Date of response:

Signature of person dealing with the complaint:

Date:

This form will be retained for at least three year.