Nelson Academy

'Achieving Through Learning'

Principal: Mrs Sarah Wilson

Assistant Principal EYFS: Mrs Gemma Sykes

Nursery Complaints Policy
2026 - 2027

Last Reviewed: **September 2026**

Next Review Due: **September 2027**

Adopted by: **Local Policy**

Eastern Multi-Academy Trust
Empower - Motivate - Aspire - Transform

Complaints Policy 2026 - 2027

Nelson Academy Nursery

At Nelson Academy Nursery, we feel it is crucial for us to work in partnership with parents. For this reason, we listen to complaints and compliments with empathy in order to make quick resolutions in an informal way.

Within our Nursery, where Parents/Carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Sarah Wilson – Principal.

For all complaints details, please see our Academy Policy which is available on our EMAT Website https://www.eastern-mat.co.uk/information/policies/ or can be available on request. Our complaints policy is issued to all families as part of the registration process.

Review & Monitoring

This policy will be reviewed annually by Gemma Sykes.