

## Complaints & Compliments

### Policy Statement

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff.

We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. Any concerns will be dealt with professionally and promptly to ensure that any issues arising are handled effectively and to ensure the welfare of all children, enable ongoing co-operative partnership with parents and to continually improve the quality of the nursery. Where any concern relates to child protection, we follow our Safeguarding Policy.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. However, if this does not achieve the desired result we have a set of procedures for dealing with concerns.

### Procedures

- Any parent who has a concern about any aspect of our provision should, in the first instance, discuss their concerns with a Room Leader or the Nursery Manager. Most complaints should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome or the problem reoccurs, the concern or complaint should be put in writing or emailed to the Nursery Manager.
- The Nursery Manager will then investigate any concerns thoroughly and enter all details in to the Record of Complaints Log.
- Parents will be informed of the outcome of the investigation within 28 days of making the complaint.
- If the outcome of the investigation still remains unsatisfactory, a meeting can be requested with the Nursery Manager
- The outcome of all complaints is recorded in the Record of Complaints Log, which is available for parents and Ofsted Inspectors on request.
- Parents may approach Ofsted directly at any stage of this complaints procedure:

### Contact details for Ofsted

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Tel: 0300 123 4666

By post:

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Store Street  
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**This Policy was last reviewed on 16/04/2020**

**Signed: Lorraine Doyle (Nursery Manager)**