



POLICY ON COMPLAINTS

It is important that the nursery and crèche runs smoothly and that the parents and staff work together to ensure the children's best interests at all times. In the event of any complaint from either staff or parents every effort will be made to resolve quickly and appropriately, following the procedure set out.

- if a parent feels that he/she has cause for complaint they should either speak to the manager or deputy.
- Where a complaint is made to a member of staff they must inform the manager as soon as possible.
- The manager will respond to any complaint as quickly as possible following discussion with both staff and parents
- All complaints will be recorded and dated in the complaints file
- After a complaint has been resolved the outcome will be recorded in the complaints file. Any recommendations for changes in procedure will be made and noted against the current policy.
- Parents have the right to contact OFSTED, telephone number 03001231231, should they feel that there has not been a satisfactory response/outcome to their complaint.
- Complaints made by a staff member will be dealt with by the manager immediately.
- A written response will be made within 20 days of receipt of a complaint.