

Egg Day Nursery

Complaints & Compliments Policy

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Stage 1

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key person or Room Leader.

Stage 2

If the issue remains unresolved and there is not a satisfactory outcome, then the Deputy Manager should be contacted. These concerns must be presented in writing to the Deputy Manager. The Deputy Manager will then investigate the complaint and report back to the parent within three days (minimum) 28 days (max). This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

(Most complaints will be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved a formal meeting should be held between the Nursery Manager, parent and Deputy Manager to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted directly:

Ofsted Southern Regional Centre

Freshford House

Redcliffe Way

Bristol BS1 6NL

03001234666

A record of complaints will be recorded excluding names and will be kept in the office. Parents will be able to access this record if they wish to, however all *personal* details relating to any complaint will be stored confidentially and will be only accessible by parties the involved.

In case of a complaint relating to Safeguarding Children, please refer to the Safeguarding Policy.

Compliments

Should you wish to make a compliment regarding the Nursery or a particular member of staff we would love to hear it these compliments will be brought up in the staff meetings.

If you would like to make a compliment regarding a member of staff we would like it in writing which will be given to the member of staff or room which they can use for their file as evidence and the member of staff will rewarded during a meeting.

This Policy was adopted by Egg Day Nursery on (date): _____ 14/12/09 _____

Reviewed _____

Signed by: _____ BRWhite _____

Position: _____ Business Manager _____