

COMPLAINTS PROCEDURE

Birchwood Private Day Nursery believes that a welcoming and friendly approach is an ideal way to build partnerships; children and parents are entitled to have their needs met by all members of staff within the setting.

We welcome any suggestions on how to improve our nursery and the care we provide, full attention will be given to any concerns that are raised. Any issues that are brought to our attention will be dealt with immediately and the appropriate action will be taken to ensure that the issue does not reoccur.

If any staff member has a concern about the setting or the other staff members then they should feel free to speak to the manager or deputy regarding the matter and the same procedure will apply.

We operate the following complaints procedure:

Any parent/carer who is uneasy about any aspect of the nursery provision they should talk over their concerns with the Manager or Deputy.

If this does not have a satisfactory outcome, or the problem re-occurs the parent/carer can put the complaint in written form.

The setting will investigate the complaint and report back either verbally or in writing as soon as possible.

A written summary will be kept for three years and is available to Ofsted or at any time parents are free to contact Ofsted.

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