

Little Rainbow Nursery

Compliments, Concerns and Complaints

Little Rainbow 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 may 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 we will promptly and seriously give attention to any concerns that you may have by following our complaints procedure as outlined below.

If any parents 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 worker or a senior member of staff or room leader.

The key person and room leader will arrange to meet with the parent to discuss the matter and attempt to resolve the issue. If the difficulty concerns a particular matter relating to policy or practice the key worker or room leader will discuss this with the nursery manager and the staff team.

The parents will be kept informed of any decisions.

If the issue remains unresolved and there is not a satisfactory outcome, then the manager should be contacted. The manager will then investigate the complaint and report back to the parent in writing within 48hrs. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

Further to this parent can request a telephone discussion or meeting to speak with our safeguarding lead; Ms. Grace Fagan.

Parents/carers can also express concerns to OFSTED by telephoning their helpline on **0300 123 1231**.

This policy was adopted on: April 2022

Date for review; April 2023