



## COMPLIMENT PROCEDURE

If as parents, students, or visitors are really satisfied, with an event or situation that has arisen within the nursery, please let us know. It is really nice to receive positive comments and helps us to review our practice. You can inform us of this in several ways, verbally, in writing, or even by email us at

[gearp@walsallcollege.ac.uk](mailto:gearp@walsallcollege.ac.uk)

[ismall@walsallcollege.ac.uk](mailto:ismall@walsallcollege.ac.uk)

[ccole@walsallcollege.ac.uk](mailto:ccole@walsallcollege.ac.uk)

## COMPLAINTS PROCEDURE

We aim to provide the highest standards of care and education for all children. We believe that all parents and children should be treated courteously and with respect and the prompt and careful attention should be given to their needs, wishes and concerns.

### **In order to achieve this we will:**

- Treat all children and parents with courtesy and respect at all times.
- Expect parents to treat staff and students with courtesy and respect at all times.
- Deal promptly with any concerns raised by parents about their child's care and education.
- Make every attempt to resolve concerns and complaints informally.
- Fully investigate any complaints made about the nursery.
- Welcome suggestions that may improve any aspect of the service we provide.
- Send out questionnaires regularly to provide parents with the opportunity to give feedback on their experiences at the nursery.

### **Procedure**

The following procedure will be followed when a parent has concerns about any aspect of their child's care and education.

Any concerns should initially be discussed with the child's keyworker or a member of staff based in the child's room. Wherever possible this should be done on the day the concern arose so that it can be dealt with promptly.

The staff member dealing with the concern will make every attempt to resolve the matter with the parents. It is anticipated that most concerns will be resolved at this stage.

If, following these discussions, the matter is unresolved and parents are still concerned, they should discuss their concerns with a member of the Management Team, Nursery Manager Gemma Earp, Deputy Managers Lisa Small and Carole Cole on ext. 7062 or Designated Safeguarding Lead Andrea Packer ext. 7051. This can be in writing or the Nursery will be happy to arrange a meeting at a mutually convenient time. Details will be recorded in our confidential complaints record, including source of complaint, nature of complaint, how it was dealt with and the actions and outcome. This record will be shared with parents and Ofsted on request.

The matter will be fully investigated within 14 working days. If there is any delay the Nursery will advise the parent of this and offer an explanation. The Manager will be responsible for sending a full and formal response to the complaint. The formal response to the complaint from the Nursery will be sent to the parent concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Nurseries policies, procedures and practices emerging from the investigation.

A record of all complaints will be kept within the nursery for at least 3 years.

Finally as the nursery is registered by OFSTED you may wish to refer any complaints or compliments directly to them. Telephone OFSTED Early Years 0300 123 1231 or write to:-

Applications, Regulatory and Contact (ARC) Team  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Or email at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

