

Apple Tree Day Nursery Complaints Policy and Procedure.

If you are unhappy with the service that you are receiving in the nursery then you must make us aware of your concerns immediately.

We have an informal and anonymous concerns, complaints and suggestions procedure set up in the hallway on the Parent Notice board. Using the information from the slips that are placed in the pocket we will endeavor to address the issue no matter how minor, as soon as possible and to the best of our ability.

If you feel the need to discuss an issue in person please speak to your child's key worker or the Nursery Manager who will be happy to listen to your concerns and resolve them in the best possible way.

If you are dissatisfied with the outcome then it would be appropriate to contact the owner of the Nursery, Mrs Sharon Bagley who will be happy to discuss your concerns.

The Nursery requests that you complete a Complaints Record Form in order that we have a written record of your concerns.

Apple Tree Day Nursery will do their utmost to resolve your complaint/concern internally with as little fuss as possible.

If the matter cannot be resolved by Apple Tree Day Nursery or you feel the issues are too serious to be dealt with internally then you can contact the regulating body - OFSTED. You will find the address and telephone number on the back of the complaints record form.

All complaints or concerns must be recorded and logged in the complaints file by a member of staff in the first instance.

Apple Tree Day Nursery endeavors to provide you with a high standard of provision for you and your child/children. Your constructive comments are appreciated in order that we can continue to improve our service.

Reviewed and agreed on

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Next review date

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