

1.7 Complaints and Complements Policy

At **Wonderland Nursery** we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding children and child protection policy.

If Parents/Carers have a concern or complaint, it should in the first instance be addressed with the Nursery Manager, Noelle O'Boyce.

All complaints will be taken seriously and thoroughly investigated by the Nursery Manager who will respond to the complainant as soon as possible, and always within 28 days of having received the complaint. A written record of the complaint, the outcomes and any actions taken as a result will be kept and made available to Ofsted if required.

After this, if Parents/Carers are still not satisfied, they can refer their complaint to the Nursery Operations Director, Emma Melvern.

If Parents/Carers wish to complain to Ofsted, they can be contacted at:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

Website: <https://parentview.ofsted.gov.uk/contact>