

Complaints

This policy forms an undertaking by Kinder Castle Day Nursery to deal objectively and constructively with any grievances. Anyone who uses this procedure can do so with the confidence that their problem will be dealt with fairly and promptly. Parents/carers are encouraged to communicate with the nursery staff on a day-to-day basis so that any issues can be resolved immediately. Most problems can be solved on an informal basis.

By listening to you, the parent/carer, we are able to evaluate and improve our service. In the event of any parent/carer being unhappy about any aspect of the care your child is receiving, or if you have any other reason for concern, you should raise the matter verbally with your child's key person.

After speaking with your key person, if you are still not satisfied you should raise your concern directly with the Nursery Manager. All formal complaints will be logged in a file which is kept within the office in a locked filing cabinet.

In the unlikely event that your concern remains unresolved and you wish to pursue the matter further, you should put your concerns in writing to the Director.

A record of the meeting will be made and all parties will receive a copy, including a note on any decision reached.

The parent/carer may wish to involve a third party.

If the complainant remains dissatisfied, they have the right to contact OFSTED for advice.

Parents are asked to read the nursery policies and procedures before accepting a nursery place. Nursery policies and procedures can be found in each nursery room, in the entrance hall or on the Nursery web site, www.kinder-castle.co.uk.

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