

Shepherds Hill Nursery COMPLAINTS PROCEDURE (3.7)

Policy 3.7 Complaints

At Shepherds Hill we aim to provide a welcoming, caring and stimulating environment for your child. Should you feel you need to raise a concern, we aim to deal with any complaint promptly and fairly. A written account of the complaint and the outcome will be recorded.

Shepherds Hill Nursery

COMPLAINTS PROCEDURE (3.7)

Procedure

3.7.1

In the first instance it is hoped that the concern will be resolved within the Nursery setting. Parents should raise their concern with either their Key Person or the Nursery Manager and submit their complaint on the relevant form located in the complaints file.

3.7.2

The Nursery Manager will investigate the complaint immediately and report back to the complainant within three working days. Complaints and outcomes will be recorded, with a copy kept by the Nursery and one copy given to the complainant.

3.7.3

If the matter cannot be resolved or the complainant is unhappy with the outcome, then they will need to raise the matter with: **OFSTED**.