



# NURSERY COMPLAINTS POLICY

Our nursery believes that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and ensure the welfare of all children.

We welcome any suggestions from parents/carers on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlines below.

## Stage 1

If any parent/carer should have any complaint or queries regarding the care or education or their child, they should in the first instance consult the playroom senior for further support and assistance.

## Stage 2

If the issue remains unresolved and there is not a satisfactory outcome, the management team must be contacted immediately. The complaint will then be investigated with feedback given within 3 days. This will be full documented, detailing the nature of the complaint, action taken and conclusions/next steps. Please contact either:

[joanne@colinton.org](mailto:joanne@colinton.org)

[debbie@colinton.org](mailto:debbie@colinton.org)

[julie@colinton.org](mailto:julie@colinton.org)

## Stage 3

If the matter remains unresolved, a formal meeting should be held between the management, parent/carer and room senior to ensure that it is dealt with sufficiently. A written record should be made along with documented minutes and actions. All parties present at the meeting will sign the record which will signify the conclusion of the procedure. A copy can be requested if necessary.

Service users have the right to raise any concerns or complaints with -

### **Care Inspectorate**

**Stuart House, Eskmills Park, Station Road, Musselburgh, EH21 7PB**

**0131 653 4100**