



Complaints and Compliments

Sunnydale Nursery Ltd believe 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 and that you might like to voice your appreciation to the practitioners concerned or through our 'Employee of the Month' initiative.

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

In the case of a complaint relating to child protection, please refer to our Safeguarding Policy.

We welcome any suggestions/comments 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 outlined below.

Complaints Procedure

Stage 1

If any Parent/Carer should have cause for complaint or any queries regarding the care or early learning provided by Sunnydale Nursery Ltd, they should be in the first discuss this with their child's Key Person.

Stage 2

If the issue remains unresolved after speaking to the child's Key Person, or Parent/Carers feel they have received an unsatisfactory outcome, then these concerns must be verbally to the Room Leader or in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the Parent/Carer within three working days. This will be fully documented and filed in the feedback folder and will detail the nature of the complaint any actions arising from it.

Most complaints are usually resolved informally at Stage 1 or 2.

Stage 3

If the matter is still not resolved, a formal meeting will be held between the Nursery Manager, Parent/Carer and the child's Key Person, to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to the Parent/Carer satisfaction, then the Parent/Carers have the right to raise the matter with Ofsted. Details of how to contact Ofsted are displayed around the nursery including their address and telephone number. A record of complaints will be kept in the nursery. The record will include the name of the complaint, the nature of the complaint, date and time the complaint was received, action(s) taken, result of any investigations and any information given to the complaint including a dated response. Parents/Carers will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.