

St. Paul's Church Nursery School **Compliments and Complaints Policy**

At St. Paul's Church Nursery School, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery at any time and likewise, we welcome any positive feedback parents may wish to give.

Making concerns known

A parent who is uneasy about any aspect of the Nursery's provision should first of all talk over any worries and anxieties with the key worker or Head teacher.

Most complaints should be resolved informally or at this initial stage

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Nursery Headteacher. Both parents and the Head teacher should have a friend or partner present if required and an agreed written record of the discussion should be made. (Section A and B of the Complaints form to be completed, with Section C and D being the responsibility of the Nursery to follow through). Written complaints requiring further action will be those that relate to Day Care Standards, or do not meet the practice and ethos described in our brochure.

If the parent wishes, the complaint can be made direct to Ofsted to investigate. Ofsted may be contacted at the following address:

Woking Regional Offices
1st and 2nd Floors
Duke's Court
Duke's Street
Woking
Surrey GU21 5EP

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Compliments

We have compliment forms that any parent who wishes to do so, may complete during their time with us. We also hold feedback forms from parents in our Ofsted file and we keep the many cards we receive which reflect positive feedback.

This policy was adopted at a meeting of St. Paul's Church Nursery School held

on (date) _____

Signed on behalf of St. Paul's Church Nursery School

