

Compliments and Complaints

Compliments are the appreciation or expressions of thanks, and at Nära Nurseries, we hope that parents are happy with the service we provide at all times. We encourage parents to voice their appreciation to the staff concerned. All compliments will be reviewed by the Nursery Management team, who will share and celebrate with any noted staff.

We also welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have.

If any parent should have cause for concern or any queries regarding care or education provided by the nursery, they should in the first instance take it up with the child's key person or room leader.

Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

If parents feel they have not received a satisfactory response to their concern, they should arrange a time to speak to the Nursery Manager or Deputy Manager.

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. We have a formal Complaints and Compliments procedure for dealing with complaints where we are not able to resolve a concern, which is available upon request to the Nursery Manager.

Posters will be displayed in the Nursery, informing parents of how they can share compliments, concerns and complaints.

Ofsted

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Ofsted is the registering authority for nurseries in England.

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