



# BROOK HOUSE NURSERY

## COMMENTS AND COMPLAINTS POLICY

Our Nursery aims to provide a safe, stimulating and caring environment where children and their parents feel welcomed and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We welcome comments from parents about our provision, and recognise that parents are the prime educators of their child and that comments, whether negative or positive about our Nursery are made with your child's best interest at heart.

Parents wishing to make concerns known should first approach the child's key person in the appropriate room. If a parent would rather not do this, they should either speak to the nursery management or directors/owners. Most problems can be sorted out quickly this way, and would not require any further actions. Problems should be resolved within a reasonable timescale.

If the complaint is escalated, the complaint is recorded in our 'Complaints and Concerns' file. If the complaint is made, this will be recorded in our complaints and concerns file and the parent will be made aware of this. Any necessary review dates will then be arranged.

If a parent feels they need to speak to someone outside of the Nursery regarding safeguarding, SPA or LADO can be contacted.

OFSTED can be contacted.

'Comments, Concerns or Complaints Record' must be completed. Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.

Policy review date	Name and signature