Comments, Compliments and Complaints

Statement of Intent:

We always want to provide a quality service and welcome views about the service we provide. Unfortunately there may be times when you are not happy with our service and want to make a complaint. Complaints and comments highlight where things have gone wrong and where we need to improve. Compliments tell us when we have got things right.

We can assure you that the service you receive will not be prejudiced by any complaint, comment or compliment that you make.

Comments

There may be times when you don't want to complain, but do want us to know what you think about our setting or the service it provides. You can do this in a number of ways including;

- Using the comments book
- Speaking to your child's key person,
- Speaking to the manager or deputy.
- Speaking to the Foundation Stage Leader
- Speaking to the Head teacher

In addition to this the setting also regularly consults with parents through parent's evenings, parent involvement group's and satisfaction questionnaires.

We will look into all comments and respond appropriately to you either verbally or in writing.

Compliments

Families are encouraged to express their appreciation either verbally or in writing to the Manager if they are pleased with the service. All compliments received will be written up, and if appropriate (and it does not compromise confidentiality) will be placed on the staff board, in the office. Compliments received relating to individual staff members will be placed on the staff members personnel file.

Complaints

Local Resolution;
If a family is unhappy about any aspect of the setting or the service provided they can discuss this with their child's key person, the deputy or the Childcare Manager.

If a family still has cause for concern they will be encouraged to discuss these concerns with the Foundation Stage Leader.

In all cases we will try to resolve the problem informally and quickly. An account of any findings of the investigation into a complaint and any action taken will be reported to the parent making the complaint and this will normally be within 10 working days, although there are times when we need to extend the timescale to 20 working days.