



Comments, compliments and complaints procedure

Reviewed October 2016

Cherry Tree Nurseries aims to offer the highest standard of care to all who use the service.

We would welcome any suggestions you may have regarding our nursery. We have a parents suggestion box on the front desk please fill out a comments slip and leave it in the box or hand it to the Nursery Manager.

If you are happy with the care you and your child/ren receive please fill in a compliments slip and hand it to the Nursery Manager. Available from the parents pack folder or on the front desk.

If however you are unhappy about any aspect of the care you and your child/ren receive, we need to know. Please approach your Keyworker, and or any member of staff to discuss your concerns or complaint and will investigate further and respond to you within 28 days of receipt of the letter. We hope that any issue can be resolved at this point.

If the issue cannot be resolved or you are not happy with the response, please put your concerns in writing to the Nursery Manager. The Nursery Manager is also available to call at the nursery on 02476 444776. The Nursery Manager will investigate further and respond to you within 28 days of receipt of the letter.

All complaints and concerns are taken very seriously and every effort will be made to resolve them to your satisfaction as quickly as possible.

All complaints and concerns are logged in a file, kept in the Nursery Managers office. This file is used during Ofsted inspections in the Nursery. A summary log will be kept for parents to observe on request.

The comments, compliments and complaints folder is to be kept in the office. The folder contains:

- Comments, compliments and complaints procedure
- Comments section
- Compliments section
- Complaints log
- Complaint form

You may at any stage want to contact Ofsted Early Years complaints department. Below are the details:

Useful Resources and websites

OFSTED

www.ofsted.gov.uk

Ofsted, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

Advisory, Conciliation and Arbitration Service (ACAS)

www.acas.org.uk

Tel: 0300 123 1100

Coventry Safeguarding Children's Board

www.coventrylscb.org.uk

4th Floor, Broadgate House, Broadgate, Coventry, CV1 1NG

Tel: 02476 833443

Coventry Family Information Service

www.coventry.fsd.org.uk

Central Library, Coventry, CV1 1FY

Tel: 02476 834373

To be reviewed October 2017

Complaints Log

Date of complaint:
Focus of the complaint:
What if any risk to the children:
Details of complaint:
Details of internal investigation:
Outcome of the investigation:
Recommendations – action to ensure the matter is resolved or does not happen:
Other parties informed of complaint:
Date of notification to complainant:
Date completed:
Completed by:
Signature of Manager:
Signature of complainant:

Concern Log

Date of complaint:
Focus of the concern:
What if any risk to the children:
Details of concern:
Details of internal investigation:
Outcome of the investigation:
Recommendations – action to ensure the matter is resolved or does not happen:
Other parties informed of concern:
Date of notification to concerned party:
Date completed:
Completed by:
Signature of Manager:
Signature of concerne:

