

Complaints and Compliments Procedure

At KinderWorld we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff.

We 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. 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.

We want to make any changes or improvements necessary to ensure each child's stay at KinderWorld is as happy and productive as possible. The nursery manager and staff will attempt to alleviate any concerns parents may have with regard to the building, equipment, staffing, curriculum or problems a child may be experiencing in relation to other children.

Where possible please approach the staff directly involved with your child. If it is not appropriate to follow that course of action please contact the nursery manager either directly, by calling at the office or by phone. Alternatively, you may put your points in writing and place in the suggestion box situated in the meeting room.

All correspondence will be dealt with promptly and treated confidentially. A reply will be issued if requested.

If you feel that your complaint has not been resolved, contact Ofsted within 28 days.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

By post:

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