



Complaints

If you have an issue or comment, we assure you that your views will be taken seriously.

In the first instance you should contact the Nursery Manager in person, by telephone or letter and she will do her very best to solve your enquiry to your satisfaction whilst ensuring confidentiality at all times. All official complaints must be put in writing and will be responded to by the person investigating your complaint, who will be a senior member of management, within 28 days. And will include in their response to you.

- How their investigation and what steps were taken to ensure that the investigation was completed as fully.as possible.
- What action was taken with regards to the complaint made
- Any improvements made or actions enforced which have been made in order to ensure that the problem does not occur again.

Data protection

As a nursery we acknowledge that all personal data supplies to us will be held in compliance with the Data Protection Act 1998.