

Complaints Policy

Jollytots believes that we provide good quality childcare and education for all our children, and that staff work hard to build positive relationships with all parents. We aim to provide a warm welcoming and caring environment within which all children can learn and develop as they play. We welcome suggestions on how to improve our nursery, and want to assure customers that we will give prompt and serious attention to any concerns raised about the running and practice of the nursery.

Management of Jollytots endeavour to quickly and informally resolve concerns through discussion with the appropriate member of staff. All comments and complaints will be taken seriously and dealt with fairly and confidentially. If a parent/carer is not satisfied with any aspect of the provision of care and cannot informally resolve the issue, then they may follow the complaints procedure.

Step 1

If a parent/carer has a complaint about the nursery, or the conduct of a member of staff, it can often be resolved by speaking to the individual concerned and/or the manager. We are committed to open and regular dialogue with parents and we welcome all comments on our services. In the first instance parents are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not the manager should be approached and they will try and resolve the problem. If a satisfactory resolution cannot be found then step 2 of the procedure will formally come into operation.

Step 2

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents should put their complaint in writing to management. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

If the manager had good reason to believe that the situation has child protection implications, they will contact the Gateway team, according to the procedures set out in our child protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, they will contact the police.

Jollytots will acknowledge receipt of the complaint within 3 working days and investigate the matter within 15 working days. If there is any delay Jollytots will advise the parent/carer of this and offer an explanation. The nursery manager is responsible for sending them a full and formal response to the complaint.

The formal response to the complaint, in writing, from Jollytots will be sent to the parent concerned and copied to all relevant members of staff, if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the nursery policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the nursery response to it. The manager will deem if it is best for all parties to meet together or if individual meetings are more appropriate.

Step 3

If at the conclusion of this process a parent remains dissatisfied with the response they have received, the original complaint, along with the nursery response, will be forwarded to the directors of the nursery who will adjudicate the case.

The directors will communicate a detailed response, including any action to be taken, to both the nursery manager and the parent concerned within 15 working days.

Step 4

If after discussion the complaint is not satisfied, then the parent/carer should contact The Early Years Team who will investigate the problem.

Early Years Team

Ellis Street

Carrickfergus

BT38 8AZ

Tel: 028 93315112

This policy was adopted on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Manager

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Director

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