



## **Complaints Policy**

### **Principles**

Acorns Day Nursery & Afterschool Club aims to provide the highest quality care and education for all children attending the setting. At Acorns we aim to provide a warm welcome and caring environment within which all children can learn and develop as they play. The setting intends to work in partnership with parents/ carers to meet their needs and the needs of their children and welcome comments/ suggestions on how to improve the nursery and afterschool club.

### **Policy**

We believe that children and parents are entitled to expect courtesy and careful attention to their need's and wishes. Management at Acorns 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, they may then follow the complaints procedure.

### **Comments**

- All parents/ carers are made aware of the complaint's procedure.
- Parents/ carers are encouraged to place comments/ concerns in the complaints book on the parents notice board.
- Any comments are shared with staff and the management team on a regular basis.

### **Complaints procedure**

Parents should follow the following steps if they wish to make a complaint.

- Depending on the nature of the complaint parents/ carers can go directly to the staff member concerned or speak to the manager.

- If the issue is not resolved or reoccurs, the parent/ carer should put their complaint in writing to the manager.
- Members of staff are informed if a parent complains and of any plan of action to rectify the situation.
- Notes of the complaint and action to be taken are placed in the child's file.
- The manager will give the appropriate feedback to the parent/ carer.
- If parents/ carers feel that a complaint is not being resolved or they feel that the matter should be reported to social services, then contact: -

**Early Years Team, Ellis Street, Carrickfergus, BT38 8AZ**