

COMPLAINTS PROCEDURE

At Eastwood we aim to provide the highest quality education and care for all children. We aim to offer a warm welcome to each individual child and family and to provide a caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery at any time.

- If you have any concerns about the service provided for your child in the childcare setting, please raise your comments on the suggested forms which are situated in the OFFICE.
- The forms contain – source of complaint, nature of complaint, how it was dealt with, details of any investigations, details of outcome/action, name of recorded, position, signature, date, information shared with parent, date.
- These comments will be addressed by the childcare Manager and an outcome will be reached within 28 days.
- If the parents are not happy with the outcome, please contact your local Co-operative Working Team for advice.
- Alternatively, if parents do not feel they have received satisfactory resolution, they can contact Office for Standards in Education (OFSTED) 0300 123 123 1.
- Any previous complaints will be kept for a period of 10 years.
- Anybody wishing to view past complaints can do so.