



Complaints and Compliments (Finance)

At Little Apples Day Nursery Ltd we strive to provide the highest quality of care and education for our children and families and believe that all parents* are treated with care, courtesy, and respect.

We always hope that parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. 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 have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding their finance account, they should in the first instance take it up with our Admin and Finance Officer to resolve any issues.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Nursery Manager. The manager will then investigate the complaint and report back to the parent within Twenty eight working days . The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent, the Admin and Finance Officer to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at



the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then the parent will have the option to raise any issues or concerns with the Directors and a verbal meeting will be carried out if necessary to resolve and conclude the complaint.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

* For the purpose of this publication the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>2024/ February /12</i>	<i>Aimee Gaddes-Mitchell</i>	<i>2025/ February / 11</i>