



*'Do Re Mi Day Nursery aims to be an inspiring and imaginative place to give children the best learning opportunities and to create amazing memories'.*

## **COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE**

Do Re Mi values the opinions of parents and carers and as such encourages compliments and comments to be made or concerns to be raised. In order to provide a high quality service we will constantly look at ways to improve our service to parents and their children; therefore we value parents and carers input. It is important to us that parents and carers can express their views letting us know what they feel we do well and what areas they feel could be improved upon. This procedure sets out the process for making a comment, compliment or complaint.

### **Comments and Compliments**

When parents/ carers have had a good experience from staff, advice or support or their child has benefited from an activity within the setting, it is helpful to let us know. This is so we can give positive feedback to staff and reinforce our current practices.

### **How to make a comment or compliment**

You can make a comment or compliment:

- Face to face to the Manager
- In writing to the Manager

When you give us a comment or compliments please give us as much information as you can including:

- The service, activity or person involved.
- How you or your child has been helped or developed
- Your name address and contact details so we can respond to you
- Any other information you think may help us

### **Complaints**

If you have a concern about our service it is essential that you let us know in order for us to review our practices and make improvements for all parents/carers and children.

### **How to make a complaint**

- Face to face to the Manager
- In writing to the Manager or Director

If you wish to make a complaint about our service or our staff, please give us as much information as possible. Please include the following details:

- The service or person you are complaining about.

- The date, time and location where the problem occurred and the effect this may have had.
- What you expect to happen, from information we supplied or from speaking to the manager or staff
- Your name, address and contact details so we can respond to your complaint.
- Any other information you think may help us to investigate your concerns.

**How we handle complaints**

Firstly we will try to resolve your complaint with the person concerned as quickly as possible.

**Stage One**

If your concerns cannot be resolved immediately we will acknowledge receipt of your complaint within two working days from the date we first received it. We will also give you a nominated person and contact number should you wish to contact us for any reason.

Your complaint will be dealt with by an appropriate person who will carry out an investigation. We will send you a written response within 10 working days of receiving your official complaint. Sometimes it may take us longer to investigate and in these cases we will keep you updated regularly until we are in a position to give you a final response.

**Stage Two**

If you are still not satisfied you can ask us to look again at the problem. We will acknowledge your request to review the outcome of the investigation into your complaint within 10 days.

Where possible, a different person will undertake an independent review of your complaint. We will send you a written response within 20 working days or an update of our progress until we are in a position to send you a full response.

**Stage Three**

If you still have concerns regarding our childcare provision, you can make a complaint to Ofsted:

*The National Complaints Team  
Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD*

*Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Telephone: 0300 123 4666*

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Role: \_\_\_\_\_

Date: \_\_\_\_\_

Date of review: \_\_\_\_\_