



Complaints Policy

Pegwell Bay Nursery limited will address any concerns professionally and promptly to ensure any issues raised are dealt with effectively, to ensure the welfare and safety of the children. We hope that you are happy with the care that is provided, but we also hope you feel able to discuss any concerns or issues that you may have, with the setting management directly. If you would rather not talk in front of your child then we can arrange a more convenient time, for example, in the evening or a time when your child doesn't attend.

At Pegwell Bay nursery, we welcome any suggestions from parents/carers on how we can improve our services and will give prompt and serious attention to any concerns that you may have.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken, these records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to discuss with the manager, or that after your discussion the matter remains unresolved then you can put your complaint in writing, Anita Jones the setting Manager will investigate the matter and reply to you within 5 days. If the complaint is about the manager, then please contact Katrina Brown, Rachel King or Ofsted if you feel the complaint hasn't been dealt with appropriately.

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on Tel: 0300 123 1231 or contact Ofsted at: Piccadilly Gate, Store Street, Manchester M1 2WD.

Compliments

At Pegwell Bay nursery, we also like to hear any positives parents may have, by writing or telling us any compliments. This makes us feel appreciated as a setting and know we are doing something well with regards to your children. By providing compliments, we are able to show Ofsted how well our nursery is and what we are able to achieve.