



Compliments and Complaints Procedure

At the Eveline Day Nursery Schools we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that all times you will be happy with the service provided and that you might like to voice your appreciation to staff concerned.

We welcome suggestions from parents, on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure:

Stage 1- If any parent, carer or member of staff should have cause for complaint they should, in the first instance, take it up with the Key Worker, Nursery Manager or Deputy Manager.

Stage 2- If the matter remains unresolved or there is not a satisfactory outcome, then the manager should be contacted and the concerns presented in writing. The complaint will then be fully investigated and the nursery manager will report back the parent within three days. This process and action taken will be fully documented in the complaints log book.

Most complaints will be resolved informally at stage 1 or 2

Stage 3- In the unlikely event that the matter is not resolved in stages 1 and 2, a formal meeting should be held between the manger, parent and the senior staff member to ensure that all is dealt with sufficiently. A record of this will be made with documented minutes and actions; this will be signed by all parties present which will signify the conclusion of the procedure.

If you still feel the complaint has not been dealt with or it needs to be confidential, please contact any of the following members of the management team:

Principal	Mrs M. Keaveney- Jessiman	020-8672-7549
Deputy principal	Mrs T. Larche	020-/8672-7549
Secretary	Mr A. Jessiman	020-8672-7549
Fax	*****	020-8672-7259

If you are still unhappy about the way your complaint has been handled then you may contact **OFSTED**

You may contact them by telephone on 0300 123 1231

Complaints records policy

It is the policy of the Eveline day nursery schools that records relating to abuse, neglect or other inappropriate behaviour are to be kept at least until retirement age of the person they relate to or for a period of 25 years from the allegation if that is longer.