



Complaints Procedure

The Wendy House is committed to providing a high standard of care and child development. We welcome comments good or bad. If any parent is unhappy with any aspect of the service provided it is best discussed with the Nursery Manager.

If it is inconvenient during normal attendance times, telephone, email or make an appointment to discuss the matter in private.

If the outcome is still unsatisfactory the Directors of the Nursery should be contacted, telephone 01223 208869, with full details of the complaint, including times, dates and to whom it was reported, or inform the Manager of their intentions to contact him/her.

Many concerns are due to misunderstandings or poor communication, and can be usually resolved quickly. The Wendy House will respond to all complaints received within 14 days, and investigate all matters thoroughly. If parents feel the complaint has not been dealt with effectively or have further cause for complaint, parents can speak to the registration authority – Ofsted by telephoning 0300 123 1231.

Ofsted will investigate complaints made directly to them and do not get involved with commercial matters, (e.g. queries over fees and early years funding), and will ask if the Nursery's complaints procedure has been followed prior to contacting them. The Nursery keeps a detailed log of all complaints and the investigations, these are available for parents to see at all times.

Anonymous complaints may be treated accordingly, however as Ofsted has similar powers to the police to undertake investigation, distorted, false or malicious accusations are also subject to criminal and civil legal liability.

The management of The Wendy House firmly believe that the quality of care and respect for each child's personality are crucial factors in their well-being. We strive to ensure that all Nursery staff are aware that parents are placing their trust in them to provide the same care, love and attention for their child as they provide themselves. If for any reason you consider we are not meeting this obligation, please bring this to our notice immediately.