



Stow ELC Complaints Policy

Statement of Purpose

As a nursery, Stow ELC aims to provide a warm and caring environment where all children can develop and learn as they play. We believe children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. Stow ELC strives to ensure all children and families are happy with the service we provide.

Procedure

Our intention is to work in partnership with parents and carers and we welcome suggestions on how to improve our setting at any time. We also appreciate hearing if there are comments or positive feedback that can be passed onto the team. This can be done through contacting school by email, phone or in person, or by speaking to one of the Nursery Team. Complaints will be dealt with both professionally and promptly to ensure any issues arising from the complaints are handled effectively and to ensure the welfare of all children.

If any parent has a cause for complaint or queries regarding the care provided by the nursery, they should in the first instance speak with our Early Years Officer. The issues or concerns will be investigated thoroughly, and a confidential written record of the meeting will be noted in addition to actions agreed.

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns can be raised with the Head Teacher of Stow Primary School, Mrs Magda Robertson.

If you decide to contact The Care Inspectorate regarding any concerns, you may have about your child's care or if you feel we have not handled your complaint appropriately the contact details are:

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 0345 600 9527
Email: enquiries@careinspectorate.com
www.Careinspectorate.com

Monitoring of this Policy

It will be the responsibility of the Early Years Officer to ensure that all staff, including new or temporary staff, are familiar with this policy and to monitor that it is being implemented. This

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will be achieved by observing and monitoring practice within the setting and reviewing the policy annually in conjunction with parents and children