

Compliments and Complaints Policy

Aim - *The Kids Planet Compliments and Complaints Policy is in place to facilitate channels of communication which allow and encourage parents and visitors to provide feedback or raise concerns regarding the service provided.*

If any parent / carer should wish to provide feedback or have a query they should discuss this with their child's Key Person, Room Leader / Unit Manager or with a member of the Management Team at their nursery.

Any complaints can be presented in writing, to the Nursery Manager. The Nursery Manager will investigate the complaint and report back as soon as is reasonably practical, but within 28 days of the complaint being made.

We believe that parents / carers are entitled to expect courtesy and prompt careful attention to their individual needs and wishes. We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents / carers may have.

A record of complaints will be kept in the nursery and will be accessible to parents should they request information on their own complaint. All complaints are processed in compliance with the Data Protection Act 2018.

Management should refer to the *Complaints, Customer Care, Ofsted Contact Procedure* following any complaint.

If you would rather then you can refer the matter in writing to:

Head Office
Kids Planet Day Nurseries Limited
231 Higher Lane
Lymm
Cheshire
WA13 0RZ
01925 753448
headoffice@kidsplanetdaynurseries.co.uk

Or if you would rather you can refer your complaint directly to:

The Office for Standards in Education, Early Years Directorate (**Ofsted**)

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Help Desk Telephone: 0300 1231231

Our aim is for our families to be happy with the service provided. We welcome positive feedback regarding our nurseries, out of school clubs and specific team members. We know and understand that families like to voice their appreciation for staff. We welcome this and encourage you to send any compliments through either in the same manner either via the Nursery itself or directly to Head Office. Team appreciation has a big emphasis at Kids Planet and we always wish to reward those that are consistently demonstrating outstanding practice and care.