

## 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.

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 in the same manner either via the Nursery itself or directly to Central Support. Team appreciation has a big emphasis at Kids Planet and we always wish to reward those that are consistently demonstrating outstanding practice and care.

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 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 and 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 UK GDPR.

If preferred, you can refer the matter in writing to:

### Central Support

Kids Planet Day Nurseries Limited  
231 Higher Lane Lymm  
Cheshire WA13 0RZ 01925  
753448  
[centralsupportenquiries@kidsplanetdaynurseries.co.uk](mailto:centralsupportenquiries@kidsplanetdaynurseries.co.uk)

You are also entitled to 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 123 1231

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

### Complaints relating to Data Protection

If your formal head office complaint relates to data protection, you can refer the matter by email to the Kids Planet **Data Protection Officer**: [karen.seddon@kidsplanetdaynurseries.co.uk](mailto:karen.seddon@kidsplanetdaynurseries.co.uk) If you feel your rights have not been upheld and prefer to escalate your complaint to the Information Commissioner's Office (**ICO**), you can do so online here: [Make a complaint about how an organisation has used your personal information | ICO](#)