



COMPLAINTS PROCEDURE

If a parent/carer has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise this issue with either their child's Keyworker or the Manager of the Nursery. If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach either:

- A. The Parent Representatives on the Management Committee; or
- B. The Chair or Honorary Secretary of the Association.

In the first instance every effort will be made to resolve any matters within the setting of the Nursery. Issues raised will be dealt with within the following appropriate framework:

- a. A matter relating to an individual child should be discussed between the parent/carer and the Manager.
- b. Should the matter not be resolved, the issue will be brought to the attention of the Management Committee who will meet with all the parties involved.
- c. Issues surrounding individual children should not be raised formally with Parent Representatives, but in the circumstances are appropriate the parent/carer may formally approach the Officers of the Management Committee.
- d. Should the matter still remain unresolved, it will be raised with the Management Committee.
- e. If the matter raised concerns a general or policy issue, again it should first be raised with the Manager of the Nursery, who will report it to the Management Committee for consideration.
- f. Should an approach on general or policy matters be made via the Parent Representatives or Officers it will be reported to the Management Committee for consideration.

At all points throughout these processes the parent/carer will be kept informed of progress.