

Complaints Procedure

At Spring Enterprise NW Ltd, we believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns raised about the running and practices of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Methods:

To achieve this, we operate the following procedure:

- If a parent/carers has a complaint about the service our nurseries provide, then we encourage the parent/carers to speak with their child's key person. If their key person is unavailable, the management team are there for support. The key person will always liaise back any concerns that a parent/carers has raised with them to the management team
 - Wherever possible, complaints should be dealt with at first point of contact by front line staff, with the involvement of the nursery manager or nursery deputy if necessary
 - The management team and staff team at the nursery will make every effort to resolve any concerns or complaints to the highest satisfaction of the parent/carers. However, if the complaint/concern cannot be resolved by the nursery management, then the nursery directors Mr Phillip Colligan and Mr John Boyle will be informed and undertake an investigation
 - The complaint will be recorded and a full, quick response will be provided within 28 days. Parents/carers will also be asked to put their complaint in writing and will be advised that at any time, they can contact OFSTED directly if the complaint relates to statutory standards of the EYFS
 - As a nursery, we will complete the complaints record book and this will be available for parents/carers to view. The record will be made available to OFSTED
 - On completion of an investigation, if needed an action plan to improve our service will be put into place
 - A record of all complaints will be kept in the office and will be kept for a period of time from the date in which the record was made
 - As a nursery, we see all concerns and complaints as a tool to enable the nursery to improve the service we provide
- If a parent/carers makes the decision to contact OFSTED, below are the details.

OFSTED

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Reviewedm Aug 2025

