



# Complaints Policy

We aim to always meet the needs of the children. However, if a parent should have a complaint this should normally be raised in the first instance with the officer in charge or with the Proprietor of Lilliput Nursery and then if necessary with the care commission.

## Stage One

General concerns about your child or the way the nursery is being run.

If you have concerns that your child or the way the nursery is being run on a day to day basis, please speak to a senior member of the nursery staff.

If it likely to take some time, or be of a confidential nature, please make an appointment so that time can be given away from the nursery.

If you are concerned that your child or an incident which has occurred in the nursery after leaving, and you feel it is serious then we ask that you phone the out of office number to register the complaint and discuss with a senior member of staff.

## Stage Two

Complaints about staff or the way the nursery is being run.

If you are not satisfied with the response after stage one, or the complaint is about a senior member of staff or the way the nursery is being run, please put your complaint in writing to the Managing Director of the Lilliput Lane Nursery.

This will be dealt with by the management committee within 10 days of the acknowledgement of your complaint. The course of action will be communicated to you in writing within 5 days.

If you are not satisfied with the outcome and /or the complaint is of a very serious nature, then representation can be made to the Care Commission.

Please note that the above procedure does not include general changes which will affect all parents and children. Changes in general policy to do with staffing, hours of opening, choice of toys and equipment, pricing etc should be suggested through the parents representatives, or by writing to a member of the management committee, and discussed as the next scheduled meeting.

## Stage Three

Dissatisfaction with internal complaints procedure.

If you are still not satisfied with the outcome and /or the complaint is of a very serious nature, then representation can be made to the Care Commission.