



Maisie Poppins
Nursery

the holistic approach to childhood

Maisie Poppins Nursery: Updated Policies & Procedures

Complaints Policy & Procedure

Policy

We hope that you are happy with the service that we provide, but we appreciate there may be a time when you may feel we are not offering you and your child (ren) the service that you require. We hope that you will feel able to discuss any concerns or issues that you may have with us directly and we are very open to working in different ways to come to a resolution.

As per our ethos we think it's best not to talk about it in front of your child (ren) and are happy to arrange a more convenient time when they are not present to work through any concerns.

We can arrange a meeting for you at our nursery in the chestnut meeting room to discuss and resolve and make any necessary changes to our delivery as long as they are safe and useful to the child and abide by our ethos, policies and procedures.

There may also be times that as per my role and duty of care we have concerns re a child's welfare or behavior or emotional well-being, which we will need to meet with you about in order to promote the child's best interests which is part of our duty of care as an early year's provider.

If you feel you would like to make an official complaint then we respect that it is absolutely your right to do so. The information below will help you make a complaint to the right person and authority.


Procedure

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required which we will honour.

Maisie Poppins Ltd.
St Joseph's, Mare Street, Hackney E8 4SA

t: 0208 016 9082
e: admin@maisiepoppins.com
w: maisiepoppins.com

Limited company number: 0967108
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If you feel that you are unable to talk to us for any reason then you can talk in confidence to:

Hackney Learning Trust Early Years team: on 020 8820 7590

If you wish to make a formal complaint to OFSTED then you can contact the OFSTED Complaints and Investigation Unit on 0845 640 40 40 quoting our unique reference number: EY562832 which is also on our registration certificate on our board display. There is also a parent's complaints poster there for your use too.

Author: May Collin ©

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