



## Complaints and Compliments Policy

Linskill Nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned, alternatively there is a suggestion box located in the nursery corridor.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's Key Worker and Senior Nursery Nurse (Room Leader).

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Nursery Manager. The Manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

If the matter is still not resolved a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

(continued)



# Linskill Nursery

**Parents have the right to raise any concerns or issues with Ofsted at any time**

Tel No: 0300 123 1231 or write to:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

---

**Linskill Nursery**

The Linskill Centre, Linskill Terrace, North Shields, Tyne and Wear, NE30 2AY  
T 0191 257 8000 F 0191 270 4259 E [info@linskill.org](mailto:info@linskill.org) W [www.linskill.org](http://www.linskill.org)  
Company limited by guarantee: 04827255 Registered Charity: 1119143

