

## 02 Complaints Procedure

We here at Sticky Fingers are a 'learning organisation' and we value the comments and ideas from staff, parents and children.

We use complaints and compliments received to inform changes at Sticky Fingers.

We aim to provide the highest quality care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We strongly believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work together in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery at any time.

### **Making concerns known:**

A parent who is unhappy about any aspect of the Sticky Fingers Daycare Nursery provision is welcomed to make a complaint either verbally to the manager in charge or in writing.

All complaints will be recorded detailing:

- Name of the complainant,
- The nature of the complaint,
- Any actions which we have taken or propose to take as a result of our findings,
- Whether the parent/carer has been provided with an account of the findings,
- Any action taken will be within 28 days of the complaint being made,
- Parents/carers will be given a copy of this written record and a copy will be kept on file at the Nursery.

We are hopeful at this stage that any complaints will be satisfactorily resolved. Parents and carers do however reserve the right to put in further complaints and we shall once again fully investigate and record all procedures.

### **Contact details for complaints to be made;**

Mrs Nikki Walford  
Sticky Fingers Day Care Nursery  
5 Schooners Business Park  
Bess Park Road  
Trenant Industrial Estate  
Wadebridge  
Cornwall  
PL27 6HB

Tel: 01208 815333

**The role of Ofsted**

In instances where Ofsted receive a complaint regarding our provision they will normally refer them to ourselves for investigation. However, in exceptional circumstances, for example where there are child protection allegations being made against ourselves, then the complaint would be referred to the appropriate agency and necessary action would be taken towards our continued registration.

**Contact details for Ofsted:**

04456 40 40 40

[www.ofsted.gov.uk/childcare](http://www.ofsted.gov.uk/childcare)

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of Sticky Fingers Day Care Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way in which respects confidentiality.