

Complaints Policy

Clowns Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

At Clowns we hope that the time you spend with us will be happy and productive.

We are constantly reviewing our systems as a way of making improvements to the service we offer.

If the occasion arises where you would like to make comments on an issue, please do not hesitate to speak to Tracy Landy or her deputy. All suggestions, both positive and negative, will be taken on board. We will consider your views and act upon them in the best interest of all the children and the nursery in general.

Any suggestions on day-to-day issues should be discussed in the first instance with the Class Teacher or Team Leader.

If you would like to make a formal complaint, please put this in writing detailing the nature of your complaint and address it to the Head or Deputy Head, who will follow Clowns complaints procedure, which includes a written record of the complaint(s).

The findings, outcomes, and actions, if any, will be shared with the complainant within 20 days of the complaint being made. It may also be necessary to share our findings with all the parents of our setting detailing our intended actions. This will also be done within a 20-day timescale.

Confidentiality will always be kept, and details of individuals involved will not be disclosed.

If you are still dissatisfied with our decision, it is your right to contact OFSTED on 0300 123 4666.