

Cherrytree Nursery School Ltd

Feedback / Complaints Policy

We welcome feedback from parents and carers to help us improve our services to you. If you have any positive feedback, query, suggestion or complaint you would like to raise regarding the Nursery School, please speak to the Owner or Manager. We would rather talk to you personally, but if you prefer, please complete a feedback form (available from your 'starters pack' or from outside the office), hand it in to the office and a written reply will be given to you (unless the communication is anonymous). Your comments will be treated in the strictest confidence.

From time to time, we may issue a questionnaire to gain feedback and views from parents. We love to hear your positive feedback and will pass comments onto particular staff, if named.

If you are less than happy with the service we provide, please speak to us directly so we can discuss the situation and rectify the problem.

Queries and suggestions will be considered and accommodated if possible, but this may not be possible in the immediate future.

Complaints will be fully investigated and replied to within 28 days of the complaint being received, as directed by Ofsted (20 days for children aged 5-under 8 years). A written record will be kept of the complaint and the outcome.

If you have a serious allegation to make, and you feel unable to approach us, you may contact either of the following bodies who will be able to advise you what to do:-

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 1231

Kent Children & Families Information Service
03000 412323
kentcfis@kent.gov.uk