

# Complaints policy

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Mereside Farm Children's nursery aims to provide the highest quality of services to children and their families, but recognises that on occasions users may be unhappy with the service received. If this happens we will:

- Always take complaints/comments seriously.
- Treat the individual fairly, with respect and dignity.
- Sort out the complaint as quickly and efficiently as possible at the earliest stage possible.
- Ensure that confidentiality is respected at all stages.
- Keep individuals informed at all stages especially if there is a delay.
- Aim to ensure that the complainant is satisfied with the process and outcome, including any remedial action taken.
- Inform them about what they can do if not satisfied with the outcome.
- Ensure that we all learn from the complaint.

## **Making a complaint**

If you have a complaint to make then please speak to the Nursery Manager.

If you have a serious complaint to make then please put this in writing addressed to:

Mereside Farm Children's Nursery Ltd  
Peterbrook Road  
Shirley  
B90 1HZ

email address    [enquiries@meresidefarmnursery.co.uk](mailto:enquiries@meresidefarmnursery.co.uk)

Following receipt of your complaint we will endeavor to deal and reply within 28 days, although where possible this will be within 5 working days.

Likewise, when you receive our written complaints policy then your written complaint should be submitted within 28 days.

If you are not satisfied with our response then you have the right to approach an independent complaints authority.

**REVIEWED: APRIL 2020**