

Once Upon A Time Nursery  
56 Railway Terrace  
Llanelli  
Carms  
SA15 2RH



Website  
[www.llanellinursery.co.uk](http://www.llanellinursery.co.uk)

Phone  
01554 785 173

Email  
[enquiries@llanellinursery.co.uk](mailto:enquiries@llanellinursery.co.uk)

## Complaints Policy

Once Upon A Time Day 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.

Complaints should 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:

Where possible we will endeavour to investigate and resolve complaints locally  
(Most complaints will be resolved informally at stage 1 or 2.)

### Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should take it up with the child's Key Worker.

## Stage 2

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 logbook and will detail the nature of the complaint and any actions arising from it.

## Stage 3

If the matter is still not resolved a formal meeting should be held between the manager, parent and the Key Worker 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.

## Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the CSSIW.

Tel No: 03007900126 or write to:

CSSIW

West Wales Regional Office

Government Buildings

Picton Terrace

Carmarthen

Carmarthenshire

SA31 3BT

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. CSSIW will have access to this record at any time during visits to ensure actions have been met appropriately.

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents/guardians, children and the nursery, complaints must be taken seriously and dealt with fairly and confidentially.

The complainant is notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary.

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## Complaint Form

Name of complainant	
Nature of complaint	
Date and time of complaint	
Action taken in response to complaint	
Result of complaint investigation	
Information given to complainant	

Date	
Print name	
Signed by complainant	

Date	
Print name	
Signed on behalf of Once upon a time	

