

InceyWinceys Day Nursery

Complaints and Compliments

At Incey Winceys Day Nursery and Preschool we hope to always meet your needs and expectations when caring for each and every child. We believe that most issues can be resolved through good communication and positive links between your home and family, and our setting. We welcome your comments on what you think we do well and how we could improve, as we strive to maintain a high quality practice for every child.

However, if the unfortunate situation arises whereby you have a complaint about an aspect of the service that we provide, we have the following policy in place to help us work together to resolve it.

If you've got anything that is of concern to you, please speak to a senior member of the team who will do their best to work with you to solve the issue.

Any concerns of a serious nature should be made in writing to a member of management.

If you would like to make a complaint in writing, this can either be posted to the nursery address:

Incey Winceys Day Nursery
10-12 Eastwood Close
South Woodford
London
E18 1BX

Or via email to inceywinceys@live.com or inceywinceys@rocketmail.com

With any written we will respond accordingly within 48 hours and put in place any necessary action plan.

If you feel that your complaint is serious enough to be directed to OFSTED then they can be contacted on **0300 123 1231**, or via the website:

www.ofsted.gov.uk/parents

In line with the revised EYFS (2017) any complaint made to OFSTED is logged and investigated and may trigger an inspection. OFSTED usually provides notice of an inspection the day before, if we become aware that we are to be inspected we will inform you and, following any inspection, we will provide you

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with a copy of the report, the outcome of the inspection and any action points for improvement.

Previous inspection reports can be found at www.ofsted.gov.uk, quoting our URN EY394970 for the Day nursery and EY432979 for preschool.

Once again, we hope that this situation never arises, and that you will always feel that your children are receiving an excellent quality experience within our setting.