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 (Hannah) or inceywinceysashamanager@outlook.com (Asha)

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

If you feel that your complaint is serious enough to be directed to OFSTED then they can be contacted on **0300 123 4666**, or via this email: enquiries@ofsted.gov.uk .

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

Revised on 9th October 2026

We send out parent questionnaires to ascertain how the parents feel the quality of care at Incey Winceys is, and we welcome any other feedback, positive or negative to be reported to ensure we are constantly improving our practice.

We also welcome compliments and enjoy sharing kind words from parents with staff about their achievements. As a small business, we rely on word-of-mouth reviews and online comments, often this leads to more children booking in and can benefit us hugely, so we really appreciate compliments in all forms.

We pride ourselves on being flexible, approachable, and working well with parents so please contact us with any comments.

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