

Stramash Outdoor Nursery - Complaints Policy

As a nursery, Stramash aims to provide a warm and caring environment where all children can develop and learn as they play. We believe children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. Stramash strives to ensure all children and families are happy with the service we provide.

Our intention is to work in partnership with parents and carers and we welcome suggestions on how to improve our group at any time. We also appreciate hearing if there are comments or positive feedback that can be passed onto the teams. This can be done through contacting the Team Leader by email, by phone or in person, or by speaking to one of the Nursery Team.

Complaints will be dealt with both professionally and promptly to ensure any issues arising from the complaints are handled effectively and to ensure the welfare of all children.

If any parent has a cause for complaint or queries regarding the care provided by the nursery, they should in the first instance speak with either the Team Leader or the Senior Practitioner. The issues or concerns will be investigated thoroughly and a confidential written record of the meeting will be noted in addition to actions agreed.

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns can be raised with the Chief Executive of Stramash:

Kenny Forsyth: kenny@stramash.org.uk

If you decide to contact The Care Inspectorate regarding any concerns you may have about your child's care or if you feel we have not handled your complaint appropriately the contact details are:

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 0345 600 9527

Email: enquiries@careinspectorate.com
www.Careinspectorate.com