

Concerns & Complaints Policy

At Brook Green Nursery, we are committed to creating a warm, supportive environment where children thrive and families feel confident, respected, and heard. We believe that strong communication and a spirit of cooperation between parents and staff are essential to ensuring the best outcomes for every child.

While we strive for excellence in all areas of our practice, we recognise that questions, concerns, or misunderstandings may occasionally arise. Our approach is designed to address these promptly, sensitively, and constructively.

Raising a Concern

Working closely with young children and their families is deeply personal, and it is completely natural for parents to have questions or concerns from time to time. We believe that most issues can be resolved quickly and informally through open, honest conversation.

Parents are warmly encouraged to speak directly with:

- Their child's key person, who knows the child best
- The nursery manager, if they prefer to speak with a senior member of staff

We operate an open-door policy, and we welcome parents to raise concerns as soon as they arise. Daily handovers often provide a convenient moment for a brief discussion, but parents are equally welcome to call or email the nursery during the day.

Our team will always make every effort to respond promptly, thoughtfully, and appropriately, ensuring parents feel reassured, respected, and well informed.

When a Formal Complaint Is Needed

On rare occasions, a parent or staff member may feel that a more serious issue requires a formal response. In these situations, we are committed to handling the matter professionally, transparently, and in line with our established procedure.

If a parent wishes to make a formal complaint:

1. They should first speak to the deputy manager, or

2. They may escalate the matter directly to the nursery manager

We will acknowledge the complaint, investigate the matter thoroughly, and provide a clear and timely response.

Contacting Ofsted

Parents also have the right to contact Ofsted if they feel their concern has not been resolved satisfactorily. While we hope that families will speak with the nursery leadership team first so we have the opportunity to address the issue promptly and constructively; we fully respect every parent's right to seek external guidance or support.

Our Commitment

Whether a concern is small or significant, our aim is always the same:

- To listen carefully
- To respond respectfully
- To act promptly
- To work in partnership with families
- To ensure the wellbeing and best interests of every child

We value the trust families place in us and are committed to maintaining open, positive relationships built on communication, transparency, and mutual respect.