



Cornerstone Nurseries Complaints Procedure

At Cornerstone Nurseries, we want you to be happy and secure in the knowledge that your child is well taken care of whilst they are with us.

We welcome all feedback & suggestions on how to improve our nursery and will give prompt and serious attention to any concerns you may have about the running of the setting. Any parent who is uneasy about an aspect of the settings provision should feel free to talk over their worries or anxieties with any member of the management team.

If this does not have a satisfactory outcome or if the problem reoccurs, **the parent is asked to put their concerns or complaint in writing to the Manager in the first instance.**

We have an open door policy at the nursery so we hope all parents, staff, visitors etc can approach the nursery managers or deputies with any concerns they may have, no matter how small they feel it is. If you would prefer to email, their addresses are as follows;

Carolyn Martyn - Nursery Manager at Cornerstone Miss Muffet Nursery
carolyn.martyn@cornerstone-nurseries.com

Lauren Geeson - Nursery Manager at Cornerstone Day Nursery
Lauren.geeson@cornerstone-nurseries.com

Our 'Head of People & Operations' Cheryl Standing can also be contacted at our head office at the following address... Fencebright Ltd, Office 16, Hart House, Priestley Road, Basingstoke, RG24 9PU or email cheryl.standing@cornerstone-nurseries.com

If you would like to contact the nursery owners directly, the email address to use is cornerstone.enquiries@gmail.com This email can be used at any time for any comments on the running of the nursery, positive or negative.

Parents may also approach our governing body Ofsted directly if they feel their concerns are not being dealt with appropriately by the nursery management team. The address and telephone number of the Ofsted centre is; The National Business Unit, OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone 0300 123 1231

If a child appears to be at risk, our nursery will follow the procedures of the Local Safeguarding Children's Partnership with our local authority. In these cases, both the parent and the nursery are informed and the Nursery Manager works with Ofsted or the Local Safeguarding Children's Partnership to ensure a proper investigation of the complaint is followed and the appropriate action is taken.

A record of complaints including the date, the circumstances of the complaint and how the complaint was managed is kept in the office and parents can request to see this although names and personal details are always omitted from this register for data protection and safeguarding reasons.

Reviewed 06/11/24 CJS review annually