



Peter's Patch  
Forest School - Day Care - After School Club

## Complaints Procedures for Staff

Peter's Patch Day Nursery aim to provide the highest quality care and education for all our children. We aim to offer a warm welcome to each individual child and family and to provide a caring and stimulating environment within which all children can learn and develop as they play.

We believe children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents, staff and the community generally and we welcome suggestions on how to improve our nursery at any time. Our nursery believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes.

We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of Peter's Patch day nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result: we have a set of procedures for dealing with concerns.



Peter's Patch  
Forest School - Day Care - After School Club

## MAKING CONCERNS KNOWN

- A parent or member of staff who is uneasy about any aspect of the nursery's provision should first of all talk over their worries and anxieties with the room supervisor. This will result in a record of the meeting being written and kept on record you will be asked to sign to say you agree with what has been written and what action is going to take place.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent /staff should put the concerns or complaint in writing and request a further meeting with the Nursery management. Both parents/staff can have a friend or partner present if required and an agreed written record of the discussion will be made.
- You can also contact the Early Years team our social worker is Nichola McAleese, 028 44513807.



Peter's Patch  
Forest School - Day Care - After School Club

## MAKING CONCERNS KNOWN

MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY AT THIS STAGE

- If parent/staff and Peter's Patch management cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussions confidential. She/he will keep an agreed written record of any meetings that are held or any advice she/he has given.

Updated: November 2024