

## **Complaints Policy**

This complaints policy has been written for Braunston Preschool CIO to ensure an open and honest relationship with staff, parents, carers and visitors. Everyone's opinion is valued and will be taken seriously no matter what the complaint.

At Braunston Preschool CIO it is our aim to provide a safe and secure environment for all staff, children, parents, carers and visitors alongside a happy fun atmosphere.

It is of utmost importance to us that parents and carers are happy with the service we provide at Braunston Preschool CIO and we therefore encourage regular feedback on our provision. Strong relationships and good partnerships with parents will help us to achieve this, which can be done through the key person approach.

We will take onboard any suggestions that are through feedback and complaints and do our best to rectify any problems quickly and professionally. Any formal complaints will be dealt with following out complaints procedure.

