



Principal: Mrs Sarah Wilson

Assistant Principal EYFS: Mrs Gemma Sykes

Nursery Room Leader: Mrs Kirsty Carman

Nursery Complaints Policy 2021-2022

Last Reviewed: **July 2021**

Next Review Due: **July 2022**

Adopted by: **The Governing Body of Nelson Academy**



Eastern Multi-Academy Trust
Empower - Motivate - Aspire - Transform

Complaints Policy 2021-2022

Nelson Academy Nursery

At Nelson Academy Nursery, we feel it is crucial for us to work in partnership with parents. For this reason, we listen to complaints and compliments with empathy in order to make quick resolutions in an informal way.

Within our Nursery, where Parents/Carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Gemma Sykes - Assistant Principal for EYFS.

For all complaints details, please see our Academy Policy which is available on our EMAT Website <https://www.eastern-mat.co.uk/information/policies/> or can be available on request. Our complaints policy is issued to all families as part of the registration process.

Review & Monitoring

This policy will be reviewed annually by Gemma Sykes.