

## Compliments

### 1. Purpose

1.1 The aim of this document is to outline compliments procedure at Ashfield Plaza Day nursery.

### 2. Scope

2.1 This policy applies to parents/carers and staff at Ashfield Plaza Day Nursery.

### 3. Policy Principals

3.1 Ashfield Plaza Day Nursery will ensure that all the day care services we offer are of the highest standard. We would like to encourage parents/carers to let us know if they have been particularly happy with any aspect of service we provide.

3.2 Parents/Carers can pass their compliments verbally to a member of staff, or in writing to the Manager of the Nursery. We have comment boards and boxes for parents to leave their feedback.

3.3 Staff can accept gifts personally addressed to them. Where addressed to more than one person, the gift will be shared among the staff in the nursery.

### 4. Organisation and Allocation of Responsibilities

4.1 It is the responsibility of all staff to ensure parents/ carers have the best possible service whilst their child is in our care.

### Limitations of this Policy

This policy cannot anticipate all eventualities therefore, professional judgement should be used to identify the appropriate course of action needed to protect those who are vulnerable and/or at risk. This judgement should derive from multi-disciplinary team discussion rather than any one individual where possible.

### Document management

Review cycle:	
Next review due:	
Policy owner	
Approving body:	Board of Trustees