The Meadows
Cheeky Chimps Childcare

The Meadows, Cheeky Chimps Childcare Policy
Complaints

As a registered Nursery we aim to work in close partnership with all parents, to meet the needs of their children.

If there is any aspect of the service provided by The Meadows that you are not happy with, please have an informal chat with your room leader or the nursery management team so we can address your concern. It would be great if you could do this within 24hrs so it can be addressed promptly. We will make every effort to resolve the issue through a frank and open discussion.

We take all complaints seriously so if the initial chat didn't resolve your complaint, please put the complaint in writing for the attention of the Nursery Management team or Nursery Owner to start the investigation. This can be by either via letter or via email to themeadows@cheekychimpsnursery.co.uk.

On receipt of the complaint the investigator may contact you if clarification is required.
We will respond to the compliant within 28days but may need a little longer to fully resolve dependant on the nature and complexity of the complaint.

The outcome of the investigation and any actions taken will be discussed with the raiser either in person or by phone. Some aspects may not be able to be shared as per GDPR and safeguarding policies, but we will do our best to provide clear feedback.

We will record the following information:

- Name of the person making the complaint
- Nature of the complaint
- Date and time of the complaint
- Name of the investigator
- Investigation actions
- Outcome of the complaint investigation
- Details of the information and findings that were given to the person making the complaint, including any action taken

We will maintain confidentiality, but may provide Ofsted, on request, a written record of all complaints within a specified period and the action taken as a result of each complaint.

If you are still concerned that the complaint has not been resolved, please ask this to be passed to Gemma Farrar (Gem) The Manager who will review the investigation and discuss with the raiser.

If the complaint cannot be resolved, you can contact Ofsted on 0300 123 1231.

Gemma Farrar 13.9.2026
Review 13.9.2027

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