



# *The Nature Nursery Montessori Ltd*

## Duty of Candour Policy

### **Policy Statement**

At The Nature Nursery Montessori Ltd, we are committed to providing a safe, nurturing and child-centred environment for all children and families who use our service. As a private sector childcare provider in Scotland, we recognise and fully uphold our legal Duty of Candour.

The Duty of Candour means that when something goes wrong, or a mistake is made, we will act with honesty, openness and integrity. We believe that families have the right to understand what has happened, how it may affect them, and what steps we will take to put things right. Our approach is always to listen, learn and work collaboratively towards a positive resolution.

Our practice is guided by the Duty of Candour Procedure (Scotland) Regulations 2018, which supports our commitment to transparency, accountability and continuous improvement. These principles underpin the way we deliver safe, effective and compassionate care within our nursery.

Reflection is central to how we work. We regularly review our practice, policies and procedures to ensure we are learning from experience and continually developing as a service. This reflective approach allows The Nature Nursery Montessori Ltd to evolve and maintain high standards of care and education for children and families.

Where a situation arises that falls under the Duty of Candour, we will communicate openly and sensitively with those affected. We will explain what has happened, acknowledge any impact, apologise where appropriate, and outline the actions we will take to prevent a recurrence.

The Nature Nursery Montessori Ltd will arrange meetings with families to discuss concerns, the impact of any incident, and the steps required to resolve the situation. These discussions will be handled with care and respect and, where appropriate, will involve the owner (Emma Halley), Nursery Manager, Depute Manager, Team Leaders and Practitioners to ensure a thorough and supportive response.

In line with Care Inspectorate requirements, The Nature Nursery Montessori Ltd will produce an annual Duty of Candour report, even where no Duty of Candour incidents have occurred.

### **Duty of Candour Update**

On Monday 2<sup>nd</sup> February 2026, The Nature Nursery Montessori Ltd had no incidents to which the Duty of Candour policy applied.