



Compliments and Complaints Policy

The Nature Box acknowledges all feedback as a learning experience. We welcome parents to bring forward their comments and work actively with them to consistently improve our service.

Compliments and feedback

Feedback can be given in the form of recommendations on Facebook, written feedback or verbal feedback. Staff may ask for a written form of any verbal communication as evidence.

Complaints from service users

Complaints are always taken very seriously and will be recorded and dealt with as soon as possible. All complaints will be logged in a complaints folder with evidence of steps taken to resolve and communicate. If Ofsted needs to be notified, this will be done by the management team.

Complaints by staff

The whistleblowing policy is in place to ensure all staff feel safe in disclosing a complaint or other form of Feedback. Please see Whistleblowing policy for more information.