

Complaints Procedure

Monkey Puzzle works very hard to provide an environment that is appropriate for you and your child.

We will work in partnership with you and welcome any comments or suggestions that you may have with regards to you or your child setting.

Monkey Puzzle has an open door policy and you are welcome to discuss any concerns at any time.

However, from time to time, there may be issues that can only be resolved via an escalation procedure.

If you feel that you would like to discuss an issue at a more appropriate level then the following procedures apply

- In the first instance you would discuss any concerns you may have with the individual member of staff(Key worker) caring for your child.
- If you are not satisfied or would like a different perspective on the issue then please refer to the Manager or Deputy Manager who will endeavour to deal with the situation immediately and appropriately.
- In the event of an unsatisfactory solution being reached at this stage please refer to the Proprietor of Monkey Puzzle, Caroline Blondel. Caroline can be contacted by telephone on 725791 or in person at either settings.

If the issue still has not been dealt with to your satisfaction and you have not done so already, please write down the details in the form of a letter or email

- Please send this to the School office or email at info@monkeypuzzlegsy.com
- If having discussed the issue with the management, you are still unhappy with the response and the action that has been taken then we can make arrangements for a third party to be involved such as a representative from the Guernsey Early Years Team.
- At any stage in the discussion, a parent or carer may seek the advice of our regulatory body who can be contacted at:

Early Years Advisors

Burnt Lane

Longue Rue

St Martins

Tel. 707729

- In accordance with guidelines from HSSD, any serious complaints must be recorded

Regardless of the severity of the issue,
Caroline is available at all times to discuss any concerns you may have.