Compliments Policy

At The Life Nursery we believe that parents, visitors and professionals are entitled to expect respect, courtesy and prompt and careful attention to their individual needs and wishes. We strive for our parents to feel happy with how The Life Nursery cares for their child and we encourage parents to voice and share their thoughts with all our staff. We also work closely with professionals who visit the nursery and form relationships by working together to support our children.

Parents and professionals are encouraged to record all compliments in our 'Compliments book' and these are shared with staff.

In addition, we welcome any suggestions from parents, visitors and professionals on how we can improve our services and reflect on these to make the necessary improvements/enhancements. A suggestion book is located on the 'parent notice board'.

This was reviewed by Louise Gray, Nursery Manager – September 2024

Signed	Print	Date