

QUALITY ASSURANCE POLICY

We will strive to become a leader in our field of operations and to be recognised as such by our peer groups and related organisations.

It is our policy to continually assess our customer requirements, in particular those with special educational needs, and to hold regular management and staff meetings to highlight any area where we may improve our services.

Our personnel are encouraged to take responsibility for the quality of their work and to talk to management at all times regarding problems or suggestions for improvement.

We encourage our staff and trainees to feel part of the team and to be aware that when acting as our representative with customers, outside agencies or individuals their actions reflect upon the group.

We also sit on various sub groups, representing the Private Sector and keeping us informed of the recent legislation. This gives us the opportunity to contribute and to feed back on any changes implemented which may affect the organisation or procedures within the nurseries.

If you have any questions or suggestions for improvements please contact Emma Fowles (Nursery Operations Manager) who has primary responsibility for the quality of our service.

There is a complaints book available to all, or we will be pleased to receive and action any comments on our services at all times.

This policy was reviewed on: 1st July 2024

By: Emma Fowles (Operations Manager)