



Feedback from our Parents

“The benefits are countless: the nursery setting provides a rich environment for personal growth, social interactions, creative play, academic learning. The children thrive in a loving and nurturing atmosphere.”

“When we first asked about [our child] coming to you for a little while, we were hoping simply to find a practical and convenient solution to a temporary problem. Instead or rather in addition we have found joy and solace in seeing her flourish and thrive in your care, guidance and love. For that we cannot thank you enough.”

How to raise a concern or a suggestion or idea with the nursery

Children’s wellbeing and development is at the heart of all that we do. We expect parents to get courteous and prompt acknowledgement, responses and appropriate action. Please also consult the policies section of our parents page on the website. <https://www.flosxford.org.uk/info-for-parents/>

We want all parents and carers to know they can raise concerns, ideas or suggestions and that they will get prompt acknowledgement, attention, responses and appropriate action when they do.

Ideas, suggestions and appreciation

We get a lot of great feedback and it really helps staff morale. Please do feed back when we get things right, and any special moments. You can do this on Family or by emailing nurserymanager@flosxford.org.uk.

Please feel free to email us with your thoughts and ideas for ways we can do things better. Although right now we cannot invite parents in to share their skills we hope we might be able to do this again soon.

Meanwhile there are many other ways you can support.

Raising concerns

- If you have a concern about any aspect of Flo's Nursery please talk to your child’s keyperson first of all. Most issues will be resolved easily and informally this way. There is not always time at pick up or drop off time when the staff need to be attending to the group, but you can arrange a separate telephone call or face to face discussion if needed.
- If this does not have a satisfactory outcome, or you do not feel able to talk to your keyperson about the concern, or if the concern continues, please request a conversation with the nursery manager. You can do this by emailing nurserymanager@flosxford.org.uk. The nursery manager will get back to you within 5 working days.
- If the concern cannot be resolved by the nursery manager or you want to escalate further, please see PPP’s Complaints Policy on taking a more formal approach.



- If you have any safeguarding concerns, please speak to the nursery manager straight away. There is more detail in our safeguarding policy which is also on the parents' information section of our website.

<https://www.flosoxford.org.uk/info-for-parents/>

Date last approved by Flo's Board: May 2025

Date to be reviewed: May 2027