***Complaints policy***

*Pink Ivy nursery take complaints very seriously which is why we have different stages to our complaints policy. Below is the stages of our complaints policy*

* ***Stage one-*** *Reporting your complaint you can do this by filling out our complaints form on our website and emailing it back to complaints@pinkivynursery.com*
* ***Stage two-*** *Complaint is look at by one of the company Directors and an appointment is made with the person who made the complaint to further understand the complaint and see if we can find a solution.*
* ***Stage three-*** *If the complaint could not be resolved at stage two we will then start and investigation. During this stage depending on the nature of the complaint the member of staff who is named could be suspended with pay until the Investigation is over*
* ***Stage four-*** *After the investigation we will look at the nature of the complaint and how many times it has occurred if our findings show the complaint to be true the staff members or members could be suspended for a period of time without pay or we will terminate their employment with pink ivy nursery*