

# Neighbourliness Policy

At Wild Monkeys Childcare Ltd, we are located on a residential street. This provides fantastic opportunities for the children, including our 'home from home' environment and lots of fantastic resources in the local area, such as the local green spaces. However, this also means that all of us - staff, children, and families - have a responsibility to behave courteously and respectfully towards our neighbours.

## Parking

There are three marked parking spaces on our driveway, and we ask that parents/carers use these when collecting or dropping off children. If all three spaces are full, please park sensibly on the road, avoiding blocking our neighbours' driveways or any other dropped kerbs. Do not park on pavements or grass verges, including the pavement in front of our driveway.

Please turn off your engine when collecting or dropping off children - children are especially at risk from air pollution, and it creates less pollution to turn your engine off and on than it does to leave it on!

Staff are not permitted to park on the driveway during opening hours unless in exceptional circumstances for short periods of time, eg if dropping off a large item which cannot be carried from the car. In this case, staff may only use the driveway to drop off the item/s, and must park their car elsewhere after dropping it off. Staff must not park on the driveway for any reason at collection/drop-off times.

Staff should park sensibly on the road, avoiding blocking our neighbours' driveways and any other dropped kerbs. Staff must not park on pavements or grass verges. Staff should at all times be considerate of others, including residents, when parking.

Visitors of any kind, including visitors from the local authority, contractors undertaking work, and similar, are expected to park in one of the marked spaces on the driveway.

All staff and families are encouraged to travel to the nursery sustainably where possible. There is a pushchair storage shed and a secure bike parking area to facilitate this, as well as maps of suggested walking/cycling routes on the setting's website.

## Noise

Please do your best to minimise noise when collecting or dropping off children. This includes turning off your car engine, avoiding slamming car doors, and if possible, keeping your and your child/ren's voices down at the earlier drop-offs. This is particularly important at our early and late starts/finishes, such as the 7.30am, 8am, 9am, and 6pm.

When the children are outdoors, we monitor noise levels closely, and work to ensure that they do not make excessive amounts of noise. As part of this, we support the children to understand what noise level is inappropriate, and to self-monitor and self-regulate their own noise levels, with staff members stepping in where appropriate.

## Complaints Procedure

Our Operations Manager, Simon Wild, is the primary point of contact for any complaints or concerns regarding noise, parking, garden usage, or other issues which fall under 'neighbourliness'. Complaints must follow the requirements below to be considered, so that we are able to investigate them appropriately.

- Complaints must be made within **two weeks** of the incident occurring, as the nursery's CCTV is stored for two weeks.
- Complaints can only be investigated during Wild Monkeys Childcare Ltd's opening hours, which are 7.30-6 Monday-Friday, excluding Bank Holidays and the Christmas week. Complaints sent outside these hours will be handled when the setting is open.
- In line with the above, if a complaint is sent towards the end of the two-week period but outside of opening hours, it may not be possible to investigate the complaint before the CCTV footage is deleted. Wild Monkeys Childcare Ltd does not accept responsibility for any complaints which are unable to be investigated due to this. We recommend that any complaints are sent in good time.
- Complaints regarding parking require photographic evidence of the vehicle and its parking. This is to ensure that we can verify that the individual is using the nursery.
- Please **do not** take photographs of children or families attending the setting.

Complaints will be responded to within 28 working days. Complaints regarding noise will generally trigger a noise assessment, whereby noise levels will be monitored for 30 calendar days to establish whether there is an issue. Complaints regarding parking will generally result in a message to all families and staff, and/or direct discussion with the individual in question.

All complaints must be sent in writing to our dedicated complaints email address: [complaints.wildmonkeys@gmail.com](mailto:complaints.wildmonkeys@gmail.com) You should receive an email in response confirming that your message has been received. Any photographic or video evidence must be attached directly to your email. Due to security risks, images or other evidence sent as links will not be opened and the complaint may not be able to be dealt with.