

QUEEN'S UNIVERSITY BELFAST

Childcare Services Customer Care Policy

As a Child-focused setting, we are committed to excellent customer care for existing and potential children, parents and visitors. All staff within Childcare Services are responsible for the delivery of a high quality service.

Our Customer Care values can be used as a guide in setting and evaluating standards:

- Children and parents are at the centre of our service
- We provide a service responsive to our users' needs
- Children and parents are treated with respect
- We aim to provide a helpful and friendly service
- We are aware of and assist children and visitors with special needs
- We publicise our service and opening hours
- We train our staff to provide a quality service
- We use comments and suggestions to help us improve our service

Our highly trained and experienced Childcare team endeavour to ensure that the child's time in the Childcare setting will be a happy, learning experience.

Our staff teams are committed to providing a safe, nurturing and stimulating environment for all children in our care.

We are monitored on a regular basis by the Early Years Team from Belfast Health & Social Care Trust and inspected annually.