



Complaints Policy

The nursery welcomes suggestions to help the nursery improve. Suggestions can be communicated in person to a member of staff or anonymously using the suggestion box in the reception.

All complaints and grievances made by parents/carers, students, trainees or other persons visiting or attending the nursery will be investigated and responded to promptly and politely. Attempts will be made to resolve all matters in a mutually satisfactory manner.

When determining action, the needs of others will be taken into account and decisions will be made on the basis of the general good of the nursery.

If a parent/carer has an issue either involving their child or the care of children in the nursery, they should in the first instance raise this with the person concerned, their nominated Key person or the Nursery Manager.

If the parent/carer feels unable to raise the matter in this way they can approach the owners Kerry Smith on 07930699231 and/or Ellesha Raspin on 07540250776.

In the event of a complete breakdown of communication or malpractice the complaint/grievance should be taken to Ofsted. To complain to Ofsted:

Telephone – **0300 123 1231**

Prefix for Typetalk – 18001

For textphone/ Minicom Users - 0161 618 8524

Email - enquiries@ofsted.gov.uk

Address - OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

All complaints will be logged in a file in the nursery and parents are welcome to look at this if they wish. We will send out a written response to all complainants within 28 days of the complaint being made.