

Complaints Procedure

Although it is our aim to provide a quality service to all our clients at all times there are occasions when it may be necessary to bring to our attention an area of concern or a specific grievance.

We have a policy of welcoming any such matters as it is only by addressing areas of complaint that we can ensure that high standards are maintained.

These are the steps that we encourage our parents to take in order to resolve any difficulties.

To discuss area of concern with Keyworker (if appropriate)

If your concerns are unable to be resolved by your discussion with your child's Key worker please speak to the coordinator of the room that your child is in

If after this discussion you still have concerns then please speak to the nursery manager or the deputy if Manager is not available

To then bring the matter to the attention of the Proprietor if it cannot be immediately resolved. An action plan should then be drawn up and agreed by both parties within 28 days with a date being set for a review meeting. It may be appropriate on occasions to formalize any discussion that has taken place by way of a letter.

Should the complaint not be resolved following the above then the parent has the option to take the matter to Ofsted's complaints department. Letter should be addressed to:-

Ofsted- Early Years, 3rd Floor Royal Exchange Building, St Annes Manchester. M27 LA

Tel 08456 40 40 40

A final step available to address a grievance is by publicizing the procedure.

It is the nursery's policy to review all complaints and to keep an accurate record of these and to ensure that repeated incidents can be monitored, resolved and prevented from recurring.

It is our aim to resolve all complaints by holding discussions with parents.

