

Complaints Policy

Any parent wishing to make a complaint may speak to the nursery owner, nursery manager, deputy manager or room leaders at any time or make an appointment at a mutually convenient time. The nature of the complaint and action decided will be recorded on a complaints form and signed by the parent and the staff member. We hope that we will be able to work together to resolve any complaints, all parties will be informed of the outcome of complaint with in 28 days.

If the problem cannot be resolved to the parent's satisfaction then he/she may make his/her complaint in writing to:

**OFSTED National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD**

**Or telephone: 0300 123 1231 (about children's services)
0300 123 4234 (about education or adult skills)**

Website: www.ofsted.gov.uk/parents Email: enquiries@ofsted.gov.uk

We also have a suggestion's box situated in the main nursery hallway and the toddler and baby hallway.

Records of complaints will be kept for a minimum of three years.

**Other related documents: Complaints Form
 Complaints Procedure (Pg 23)**

**All policy documents are subject to regular review
This policy was reviewed: April 2015**