



COMPLAINTS PROCEDURE

If a parent/carer has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise this issue with either their child's teacher or the Principal.

Issues raised will be dealt within the following framework:

1. A matter relating to an individual child should be discussed between the parent/carer and the Principal.
2. The parent/carer will be invited to talk on the telephone or to come into school at a convenient time to discuss matters.
3. Concerns of a parent/carer will be given immediate attention by the Principal.
4. Matters arising from the complaint will be discussed, if necessary with members of staff, either individually or as a group. Staff will discuss their opinions and views.
5. If necessary the Principal will relate the views and opinions of the staff back to the parent/carer for further discussion.
6. If necessary, Policies may have to be reviewed and changed in the light of parent/carer, staff and Principal's discussions.
7. The Principal will ensure that all those parties involved will be satisfied that their complaint has had the attention it deserves and that matters are suitable resolved.
8. If the parent/carer does not want to go through the above procedure, they must then lodge their complaint with Ofsted at the address below:

**Ofsted
Royal Exchange Buildings
St. Ann's Square
Manchester
M2 7LA**

Ofsted Early Years Helpline: 0300 123 1231 (8am – 6pm)