



## COMPLAINTS POLICY

If a parent/carer has an issue either involving their child or the nursery as a whole, they should in the first instance raise the issue with a Room Leader, who will consult the manager. If it is not possible to discuss the complaint at that precise time, a mutually convenient time will be arranged for discussion. The Room Leader must notify the Manager of any complaint/concern. The point of concern form must be completed and passed to the Manager.

If the parent/carer feels unwilling or unable to do this, or if they feel that further action is needed, they should raise the issue with the nursery Manager who will relay any concerns to the Operations Manager or Nursery Director.

To make a formal complaint, a parent may also request a Point of Concern which will be reviewed/actioned by management and written feedback will be given to the parent. Management will complete an 'After Action' form and implement any agreed changes

In the event of a serious unresolved complaint against the nursery, the parent/carer has the right to complain to Ofsted's Complaints and Enforcement Department as follows:

By telephone: 0300 123 1231

By letter:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

This procedure will be reviewed in April 2023