

Comments, Concerns & Complaints procedure

All parents, guardians and children are encouraged to approach us if they have a concern about any aspect of care and/ or education that we provide. We gladly welcome any suggestions that you may have and will always take any worries or complaints seriously.

At times parents may have concerns about services provided and we are always available to discuss any issue.

Any concern should be able to be resolved at the first instance if disclosed at the earliest possible stage, so we can find a suitable solution.

If a concern cannot be resolved through discussion with the nursery, you can contact Ofsted via the following:

Telephoning the Ofsted early years complaints helpline: 0300 123 1231

Email: enquires@ofsted.gov.uk

Procedure if complaint is received:

- Log dates and source of complaint.
- Log the nature of complaint.
- Log any action taken or proposed and record the outcome of any investigation, including any further discussion with the complainant.
- Provide the parent who made initial complaint with an account of any findings and any action taken as a result within 28 days from the date of complaint made.

All records will be retained for a period of at least 3 years from date on which complaint is made.

Provide Ofsted, on request, a written record of complaints and any actions taken as a result.

Manager's signature: Teamara Adams

Date: 03/08/2025

Parent/Carer's signature: Sign off to confirm that you have read and agree, via our full contract.

