



COMPLAINTS PROCEDURE

If any parents and/carers should have a cause for complaint they should in the first instance report it to the Nursery Manager.
(Gemma Dunham)

We will always keep a written record of any complaints and its outcome. We will investigate written complaints relating to their fulfilment of the EYFS requirements. A notification of the investigation of the complaint will be made to the complainants within 28 days of having received the complaint. All records of complaints will be made available to Ofsted.

After this if parents and/or carers are still not satisfied they can report to the committee.

If we are aware that we are being inspected we will notify parents and/or carers. After an inspection we will provide a copy of the report to parents and/or carers of children attending on a regular basis.

If any parent and/carer would like to contact OFSTED they can be contacted at:

Early Years
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Policy Adopted by St Pauls Walden Nursery
Signature
Signature
Review Date

March 2017
Position: Committee Chair
Position: Manager
March 2018

Tel: 0300 123 1231

Website: www.ofsted.gov.uk/parents

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