



Complaints Procedure

We would always like you to let us know if you feel there are any areas we could improve on - we want your criticism! We are committed to excellence in childcare and are always open to suggestions. If you feel we are falling short of expectations, please tell us - we can not address a problem if we are unaware of its existence. If you have any cause for concern, please discuss it immediately with a senior member of staff. People are often reluctant to complain when they have a problem, but it is far better to clear the air than to nurture a grievance. If you still feel that the problem is unresolved, please speak to the Officer In Charge or Managing Director.

Any problem, no matter how apparently small, is better aired early as the sooner we know about it, the sooner we can try to resolve it.

Our commitment:

Written complaints will be acknowledged in writing by return of post, and the complaint should be resolved within 5 working days.

In the unlikely event that the matter is still not satisfactorily solved, the managing director will be made available to discuss your grievance.

If you are still not satisfied, you can get help, advice and discuss your grievances with OFSTED on 0300 123 1231.

When the investigation into the complaint is complete the Officer In Charge or Managing Director will meet with the parents to discuss the outcome.

When the complaint is resolved the summative points are logged in the complaints summary record and kept for a minimum of three years.

EYFS Key Themes and Commitments:

A Unique Child:	1.2 Inclusive Practice
Positive Relationships	2.1 Respecting Each Other
Enabling Environments	3.2 Supporting Every Child
Learning and Development	4.