

Complaints Procedure

We aim to provide the highest quality education and care for all our children. We welcome each individual child and family and provide a warm and caring environment within in which all children can learn and develop as they play.

We believe that children and parents are entitled to expect courtesy, prompt and careful attention to their needs and wishes. Our intention is to work in partnership with families and the community and we welcome suggestions on how to improve.

Make concerns known:

A parent who is uneasy about any aspect of our provision should first talk over any worries and anxieties with the supervisor. Most complaints should be resolved informally at this stage. If the matter is not sorted out to the parent's stratification, the parent again should contact the manager and put concerns or complaints into writing.

If a parent wishes to take their complaint further they would be advised of the email address, address and telephone number of Ofsted. This is:

Email address:

enquiries@ofsted.gov.uk

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