

**Compliments and Complaints Policy**

If any parent/carer should have a query, they should discuss this with their child’s key person, room supervisor or with a member of the management team, Kirsty, Michelle or Katie. All complaints are handled confidentially and sensitively. Alternatively a complaint can be presented in writing to Michelle Britch or Katie Walmsley. The management team will acknowledge the complaint within 24 hours and fully investigate the issue within 14 days. If there are any delays we will advise you of the reasons. The management team will report back as soon as it is reasonably possible. All records of complaints are made available to OFSTED on request.

As a childcare provider it is a requirement that we are registered with OFSTED. If a parent/carer wishes to take any complaint direct or further to OFSTED (Office for standards in Education), they can be contacted at

Email:

* enquiries@ofsted.gov.uk

**Telephone:**

* **0300 123 1231;** general number about education, adult skills, or local authority children’s services.
* **0300 123 4666;** for Compliance Investigation and Enforcement Department
* **Minicom/TTD;** 0161 618 8524. This line is for general queries, and will be open Monday to Friday from 8.00am to 8.00pm.

**Write:**

* Piccadilly Gate

Store Street

Manchester

M1 2WD

Greenview Nursery believes that parents are entitled to expect courtesy and prompt careful attention to the individual needs and wishes. We hope that at times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious concerns that you may have by following the above procedure.

|  |  |  |
| --- | --- | --- |
| This policy was written on | Completed by | Date for review |
|  |  |  |