Complaints Procedure

It's your right as a parent to pass on or complain about the care and education of your child if you're not happy with it.

We gladly welcome any suggestions that you may have and will always take any concerns seriously.

If you do have a concern, please remember that we are always willing and available to discuss an issue, no matter how insignificant it may seem. Just let us know and we will arrange a mutually convenient time for us to meet and chat further, without any children being present or complaints can be made and responded to in writing. Please remember that this applies to us too if we have any problems that we wish to raise. Hopefully, this will resolve the matter and achieve a satisfactory outcome.

Please address any complaints to the manager in the first instance however if you feel it is not dealt with appropriately or you have a safeguarding concern, you should contact OFSTED who are responsible for our registration and ensuring that we adhere to the laid down regulations.

The Ofsted Complaints and Investigation Unit can be contacted on Tel: 0300 123 1231 or contact Ofsted at: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

Any complaints will be kept in a complaints folder and are available for parents to view, complaints will be responded to within 28 days (though often much sooner). Any verbal complaints received will be logged by the setting and kept in the folder as will any responses given.

Please also see the Parents poster displayed on the noticeboard in the alleyway.

You can also talk in confidence to The Early Years Team on 01603 222300 if you have concerns about your child’s 2/3/4-year-old funding claim. If they uphold the complaint they may intervene on your behalf however if your complaint is to do with fee payment or structure outside of the free early education funding they will not intervene unless it affects your access to your entitlement.

We are confident that most things can be sorted out at an early stage by working together openly and honestly.

All data will be handled in line with GDPR regulations (please see separate policy)