

COMPLAINTS POLICY - APPENDIX B



Nursery Complaints Procedures

At Orchard's Nursery we aim to provide your child with the best possible care we can deliver. However, if there is an area where you are dissatisfied, please tell us. Unless we know we are unable to put it right. In the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

In the event of you not being satisfied then:

1. Approach or make an appointment with the Nursery Leader, Mrs N Ketley, who will listen to your complaint and follow it up.
2. If this is not possible or you are still dissatisfied a complaint can be made to the Head Teacher, Mrs Nicola Parker.
3. If you are unhappy with the outcome of this you should contact the Chair of Governors, Mrs Ann Purt via the school office.
4. If you are unhappy with the outcome of this or you have a Child Protection/Safeguarding concern then contact:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone 0300 123 1231

Ratification Date: November 2014

Review Date: September 2016