

# COMPLAINTS PROCEDURE

- If a parent or carer has an issue involving their individual child or the nursery as a whole they should, in the first instance, speak to their child's key person.
- However, if this is not appropriate, please speak to a senior member or staff (Shirley, Jill, Rachelle, Jane)
- Parents have the choice of making a complaint verbally or in writing.
- Every effort will be made to resolve matters within the nursery.
- However, if matters cannot be resolved to the parents satisfaction, they have the right to raise their concerns with :-

**OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD**

**0300 123 1231**

**[enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)**

**You will need the nursery  
Unique Reference Number (URN)  
which is 205163**

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