

Complaints Procedure.

Every effort is made to ensure your child receives the best quality of care whilst at pre-school. However, if you are not entirely happy please follow the procedure laid out below.

1. Discuss your concern with the supervisor or any other member of staff if supervisor is not available.

Your concerns will be treated with respect. Most concerns will hopefully be resolved at this stage.



2. If you feel more needs to be done, make a formal complaint in writing to pre-school. Pre-school will record your complaint and inform you of any actions to be taken within 28 days of receiving your written complaint.



3. If you are still not entirely satisfied, contact Ofsted, the government body responsible for the standards set in all early years provision.

Our complaints record is available if you wish to see it.

Contact Telephone Numbers.

Jo Wyss (supervisor)- 07989036843.

Helen Edge (chairperson)-07515281744.

Ofsted - 03001231231.

Ofsted Address;

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St Ann's Square

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