**Complaints policy & Procedure**

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It is our aim to ensure service users are completely

satisfied with the quality of the service they receive.

If you are in any way unhappy with the service, we welcome and value your thoughts, concerns and comments.

We will always endeavour to resolve all concerns and put appropriate measures in place.

Situated in the entrance area are;

• Suggestions box

• Comments book

• Customer Service Standards

• Ofsted information parents poster

**Procedure**

If the complaint is regarding provision or operating procedures, the complainant can request a meeting with the Nursery Manager to discuss their worries or anxieties.

Parents can also write directly to the Nursery Manager. If this happens the following action will be taken;

1. Parent or complainant will be invited to a meeting with the manager to fully discuss their concerns.
2. Notes will be taken at the meeting and will be distributed to all parties within seven days.
3. Parent or complainant will be made aware of Ofsted procedures for recording complaints.
4. The Director will investigate the complaint, take action as appropriate and notify parent or complainant within 14 days of the initial meeting.

If you are still not happy with the process you can contact Ofsted who inspect and regulate services on:

Telephone: 0300 123 1231

Or by post to:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Or by email:

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

If you have any concerns regarding this policy please discuss them with the manager.