



## **Complaints Procedure**

Always handle the parent's complaint in confidence. If a parent comes to speak to a member of staff or management then it is good practice to take the parent/carer into a quiet area to discuss this, if the parent/carer hands in a written complaint then this should be dealt with accordingly.

Following a complaint the management team will raise this with the Nursery Directors or Ofsted if this is needed and the complaint will be investigated. Always follow up the complaint in letter form to the parent stating your findings and what you have done to resolve the matter. Always address any issues immediately and any actions that need to be taken should be.

**All complaint records and follow up's should be kept and stored away correctly so they are accessible to the management team at any time.**