



Reviewed on 05/03/2021

Complaints and Grievances Policy

If a parent/guardian has an issue either involving their individual child or the Nursery as a whole, they should in the first instance raise this issue with either their Keyworker or the manager of the Nursery. If the parent/guardian feels unable or unwilling to raise the matter in this way, they can arrange to speak to the Proprietor.

In the first instance every effort will be made to resolve any matters within the setting of the Nursery.

Issues raised will be dealt with within the following appropriate framework:

1. A matter relating to an individual child should be discussed between the parent/guardian and the manager.
2. Should the matter not be resolved within 28 working days the issue will be brought to the attention of the Proprietor who will meet with all parties involved.
3. The Proprietor will endeavour to resolve the issue within 28 working days.
4. If the matter raised concerns a general or policy issue, again it should first be raised with the Manager of the Nursery, who will report it to the Proprietor for consideration.

At all points throughout these processes the parent/guardian will be kept informed of progress.

Should the Proprietor and the parent fail to settle the issue then the parent/guardian can write to Ofsted at the address below:

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

enquiries@ofsted.gov.uk or 0300 123 4666