

Complaints Procedure

We hope that you are happy with the service that we provide, but we appreciate there may be times when you may be unhappy with the setting or have concerns you wish to discuss.

Should you want to discuss any concerns please feel free to speak to any member of staff or your key worker who may be able to resolve the issue. You can do this at the gate, over the phone or by email. If you would rather not talk in front of your child or we can arrange a more convenient time or a face to face meeting.

If your issue is not resolve or if you prefer you can go directly to the nursery managers, again this can be arranged via phone or email and if the issue still can't be resolved a formal complaint can be submitted to Victoria Bingle as owner and director of the business via email.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken, these records must be available to show an Ofsted Childcare Inspector if required.

If you wish to make a formal complaint to Ofsted then you can contact the Ofsted Complaints and Investigation Unit on Tel: 0300 123 4666 or contact Ofsted at: Piccadilly Gate, Store Street, Manchester M1 2WD.