**COMPLAINTS PROCEDURE**

We aim to provide an approachable, friendly and informal environment for parents and children. We feel by working in partnership with parents, we can give careful attention to any needs they have.

As adults, we expect staff and parents to treat each other with courtesy and politeness. We are always available at the end of each session for private and confidential discussions.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

If a parent has any cause for concern/complaint, please discuss this with the pre-school leader/deputy immediately. A record will be made and kept by the pre-school of any complaint that arises and will be dated and signed by both parent and leader. Complaints form available on request.

investigation into a complaint. – If you are a parent with a child at the setting, we must provide you with an account of the findings of the investigation within 28 days of receiving your complaint.

If a satisfactory outcome cannot be reached, you should contact the registering local authority:  **our UNIQUE REFERENCE NUMBER IS: EY487995**

**Office for Standards in Education (OFSTED)**

**Helpline: 0300 123 1231**

**Website: www.ofsted.gov.uk/parents**

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