

Complaints procedure

Policy statement

The aim of our Pre School is to provide a safe and secure environment that offers the highest quality of care and early years education, for all the children within the setting. We will give prompt and serious attention to any concerns about the running of the setting and any safeguarding or welfare concerns.

Our aim and focus is to work in partnership with parents and careers and other professionals and welcome suggestions on ways in which the setting could be improved.

Making concerns known

Any parent or career who is unhappy about any aspect of the setting should first address these concerns to the Pre School Manager Stacey Humphrey. Hopefully the concerns can be resolved at this stage of the complaint. We will ensure that prompt and serious attention to any concerns about the running of the setting. We will also record the complaint in the complaints book, if a parent or carer wishes to make a written complaint this shall be stored within the records where Ofsted and parents have access to.

However if the parent or carer is still unhappy and the problem has not been resolved then you can contact Ofsted to register a formal complaint. The address and phone number is as follows: -

Or you can write to us at: Applications, Regulatory and Contact (ARC)
Team Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Or online at
enquires@ofsted.gov.uk
www.ofsted.gov.uk/early-years-and-childcare

Telephone number
0300 123 1231 opening hours are 8:00 – 18:45

If you not satisfied with how we deliver the 30 hour entitlement offer please contact
child.care@croydon.gov.uk

Signed updated November 21

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Stacey Humphrey (Pre School Manager)

