

# Complaints

Any grievance or complaint shall be dealt with by the Nursery Manager, Area Manager or the Managing Director accordingly.

1. In the first instance the grievance or complaint should be reported to the Nursery Manager who shall attempt to resolve this informally. If the problem or grievance lies with the Nursery Manager, the grievance should be reported to the Area Manager or Managing Director directly.
2. If the grievance is not resolved within a reasonable period of time, you should set out the complaint in writing and deliver it to the Nursery Manager.
3. It shall be the duty of the Manager to investigate the grievance or complaint within reasonable time after receipt of the complaint and to hear the evidence and that of a representative together with such steps as they deem necessary to resolve the issue. She/he may in her/his sole discretion co-opt any other person to consider the grievance or complaint.
4. The Manager shall give notification within 28 days to the complainant of the outcome of the investigation.
5. If the grievance has not been resolved and you wish to take the complaint to OFSTED, the number to contact is:-

COMPLAINTS AND ENFORCEMENT - 0300 123 4666

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

ALL COMPLAINTS MUST BE DOCUMENTED IN THE COMPLAINTS FILE LOCATED IN THE OFFICE AND MUST HAVE AN ACCURATE RECORD OF THE CONCERN OR COMPLAINT AND THE OUTCOME.