



Complaint Procedure

Whilst the aim of Enchanted Day Nursery is to provide the highest standards of care and learning for the children who attend are setting, we are aware that parents may wish to raise concerns or issues with a formal or informal complaint.

In the first instance, causes for concern or informal complaints can be taken to your child's key carer or senior room leader. However, if the issue remains or parents/carers feel unsatisfied with the handling of the issue, they should make a formal complaint, in writing, which can be taken straight to Natalie Duncan (Nursery manager) who will endeavour to resolve the situation, professionally and promptly to ensure the consistency of high standards within the setting.

The complaint will be logged and the necessary steps will be taken to investigate the situation, with feedback being given no later than 28 days after the complaint was issued. If Parents/carers feel the matter is still not resolved, they can contact Clair Davison (Nursery Director) and/or request a meeting with the nursery manager and senior member of staff, who will record the meeting minutes, which will be signed by all parties and a copy given to each. The outcome of any complaint, along with any action taken, will also be recorded and made available to Ofsted if requested.

In the event that parents/carers wish to contact Ofsted, the details are listed below:

Telephone: 0300 123 1231

Website: www.ofsted.gov.uk/parents

Postal address:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Parents will always be informed if the nursery is being inspected by Ofsted, with a notice being placed on entry of the building and the full report made accessible after inspection, to children who attend on a regular basis.