



Complaints policy

If any parent should have cause for complaint they should in the first instance take it up with the child's Room Leader or Coordinator.

If the issue remains unresolved then a member of the Management team should be contacted.

The complaint will then be investigated and a report made back to the parent within 3 working days.

If the matter cannot be resolved to the parents satisfaction they then have the right to raise the matter with :

OFSTED

Royal Exchange Buildings

St Ann's Square

Manchester

M2 7LA

Tel: 0300 123 4666