

COMPLAINTS PROCEDURE

As part of the partnership between Wingle-Tye Preschool Ltd, staff and parents, it is important that parents and staff are able to discuss any matters arising without fear of disapproval.

This procedure is as follows:

When a complaint is received, the Manager or Officer in charge will gain as much information as possible on the nature of the concern. With the relevant information, the Manager or Officer in charge will attempt to resolve the problem with the person either verbally or in writing. All complaints will be treated seriously and always recorded in the appropriate file. However minor they may seem all complaints will be investigated and the result will be confirmed with the complainant.

Any unresolved complaints should be put in writing to the Provider, Wingle-Tye Pre-School, who will then take the matter up personally, investigate the complaint and report back within 28 days.

If the complainant is not satisfied with the explanation for action taken by the Nursery, then the complaint can be forwarded to the following:-

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

Whistleblower Hotline – 0300 123 3155

This unit is responsible for the registration and inspection of day nursery establishments under the Children's Act 1989. If in any doubt about a complaint, then contact with the above is advised.