

**Complaints Procedure**

This policy forms an understanding by Bell Day Nursery to deal objectively and constructively with any grievances. We will endeavour to deal with all complaints within 3 days, most problems will hopefully be solved as they arise.

Stage 1 : Parents/carers are encouraged to communicate with the nursery staff on a day to day basis, so that issues can be resolved immediately. Most problems can be solved on an informal basis. Where issues cannot be solved in this way the following procedure will be put into practice:

Stage 2: A meeting will be arranged between the complainant, the Managers and relevant staff to discuss the complaint. A record of the meeting will be created, and all parties will receive a copy, which will include the decision reached.

2. At any time the parent-carer has the right to contact Ofsted direct on the following address or phone number:

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

**0300 123 1231**

enquiries@ofsted.gov.uk

Reviewed: September 2019

Reviewed: July 2020

Signed: G. Owers