

Complaints Policy

At Greenfields Day Nursery we want to provide the best possible childcare for all concerned and will always endeavour to address any concerns parents may have.

If a parent has a concern we encourage him/her to contact the Manager or Deputy Manager in her absence. A meeting will be set up between the parent and the Manager at a convenient time. We will always work together with the parents to try and resolve any concerns, however there may be occasions where this is not possible and a more formal complaint will need to be passed on and investigated. We will do this within 14 days.

If a satisfactory outcome cannot be made, Ofsted can be contacted by the parents on the details below.

Quoting reference number: 221635

Telephone number: 0300 123 4666

By post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Any safeguarding complaint should be passed on to

LADO (Local Authority Designated Officer)

Written by: Susan McGeoch

Date: 23/1/2023

Review: January 2024