

## **Complaints Policy**

The nursery welcomes suggestions to help the nursery improve. Suggestions can be communicated in person to a member of staff or by email to [info@moorwellmiraclesnursery.co.uk](mailto:info@moorwellmiraclesnursery.co.uk).

All complaints and grievances made by parents/carers, students, trainees or other persons visiting or attending the nursery will be investigated and responded to promptly and politely. All formal complaints will receive a written acknowledgement within 5 days of receipt of the complaint. Attempts will be made to resolve all matters in a mutually satisfactory manner.

When determining action, the needs of others will be taken into account and decisions will be made on the basis of the general good of the nursery.

If a parent/carer has an issue either involving their child, or the care of children in the nursery, they should in the first instance raise this verbally with the person concerned, their nominated Key Person or the Nursery Manager. The Nursery Manager can be contacted on 01724 846871.

If the parent/carer feels that the issue was not resolved by telephone or are unable to raise the matter in this way, they can email their complaint directly to Olivia Charlesworth (Managing Director) on [olivia.charlesworth@moorwellmiraclesnursery.co.uk](mailto:olivia.charlesworth@moorwellmiraclesnursery.co.uk)

In the event of a complete breakdown of communication or malpractice, the complaint/grievance can then be taken to Ofsted. To complain to Ofsted details are below:

Telephone – **0300 123 1231**

**Prefix for Typetalk – 18001**

**For textphone/ Minicom Users - 0161 618 8524**

Email - [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Address - OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

All complaints will be logged in our Complaints file in the nursery. Relevant complaints will be logged with OFSTED, by the Nursery Manager, for their records. We will send out a written response detailing the outcome of our investigations to all complainants within 28 days of the complaint being made.

