

COMPLAINTS POLICY

At Calthwaite Nursery we aim to provide a high quality pre-school education, in a happy, caring environment.

If you are unhappy with any aspect of the service that we are providing please let us know. All complaints will be taken seriously. You may discuss your complaint with the Manager or with a member of the Management Committee. Hopefully any grievance can be resolved informally. If this does not prove to be the case the involvement of an external mediator may be useful.

Ofsted inspection unit:

Ofsted
3rd floor
Royal Exchange Building
St Anns Square
Manchester
M2 7LA
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Complaints will be recorded and a record will be kept of the action taken.