

CHARNWOOD COMPLAINTS POLICY AND PROCEDURE (Short version)

We want to get it right!

If you have any concerns about your child or any aspect of the nursery, please talk to your child's teacher about these and we will try to resolve them. If you are still concerned, please speak in the first instance to the Head of Education, and then to the Director (0161 442 7767).

Should any matter not be resolved to your satisfaction by the nursery staff, and you wish to take your complaint further, please contact our board of Trustees, through the Chairperson:

Mr Andrew Graystone
c/o Charnwood Nursery and Family Centre
St Paul's Road
Heaton Moor
Stockport
SK4 4RY email:trustees@charnwoodnursery.org.uk

If you are still dissatisfied, you can contact Ofsted:

Office for Standards in Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

This is a summary version of the complaints document. The full version along with all the other Charnwood policies and procedures are available from reception.