



Early years and  
Pre-School Centre

## Complaints Procedure

AREA: Childcare Student Services	
Policy prepared by: Nursery Manager & Student Services Manager	Approved by: SMT
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## **Complaints Procedure**

The Early Years & Pre-School Centre aims to provide the highest quality education and care for all our children. If a parent / carer has a complaint we are happy to receive constructive criticism as this helps us provide a better service.

- ✓ If you have something that you feel unhappy or worried about at the nursery (whether it's our practice, our facilities, our attitude, or any aspect of the service we provide) we would encourage you to speak to us about it. We would like to put it right for you if we can.
- ✓ You can ask to speak to the Nursery Manager, or one of the deputy Nursery Managers who will listen and try and resolve the complaint informally for you.
- ✓ If you feel that you can't do this for any reason or you have tried to resolve the issue informally but this hasn't been to your satisfaction, you can make a formal complaint by completing the College online form at <http://www.boltoncc.ac.uk/pub/complaint.php> or visit the Principalship who will assist in the completion of the online form.
- ✓ You may also visit Student Services for assistance if required. The Principalship will nominate an Investigating Officer requesting the complaint be investigated within 10 working days.

The Early Years & Pre-School Centre will keep all records of complaints for three years and will include the outcome of the investigation and actions taken.

The setting will make available to Ofsted, on request, a summary of complaints during the last 12 months and the actions taken. We will also provide on request, complaints during the last two years.

If you are dissatisfied with any aspect of our service you can contact the address below within 28 days of the event.

Applications, Regulatory & Contact Team (ARC), Ofsted, Piccadilly Gate,  
Store Street, Manchester,  
M1 2WD. Tele 0300 123 1231  
[www.ofsted.gov.uk/early-years-and-childcare](http://www.ofsted.gov.uk/early-years-and-childcare)

If you feel unable to tell staff of your complaint, then there is a complaints book available in the Early Years & Pre-School foyer in the parents/carers and complaints files - please use this.

All complaints will be dealt with appropriately.