COMPLAINTS PROCEDURE

If you have any queries or concerns with any aspect of Curious Explorers Ltd we encourage you to highlight this to a member of staff as soon as possible. We are always interested in any views you may have on any aspect of the company and how it is run. We take any queries or concerns seriously and will endeavour to follow them up with an appropriate action.

We ask for parents to evaluate on many areas of the nursery. We believe it is vital that parents and practitioners work in partnership to produce the most effective learning environment for your child. This parents’ input is part of the annual Policy and Procedure review and development plan.

Firstly we would ask that you consider how formal or serious your query or concern is and then either use any of the following methods: email direct to Manager (Fleet – fleet@curiousexplorers.co.uk, Farnham – farnham@curiousexplorers.co.uk). Some concerns can often be dealt with by the member of staff in your child’s room e.g. checking how much your child has eaten that day. However, a senior member of staff will always be happy to listen to any level of query or concern.

If it is a formal complaint, we ask that you bring it to the management’s attention immediately, verbally and in writing, whereupon we will complete a Complaints Form and we will start investigation proceedings. We shall investigate the situation, take action, make recommendations and report back to you within 28 days with the outcome and ensure it is to your satisfaction. We keep all complaints for a minimum of 3 years in accordance with OFSTED requirements.

By following the above procedure, Curious Explorers Ltd aims to successfully respond to any complaints in a swift manner.

If a parent is not satisfied with the outcome or feel they require further information, they are able to contact OFSTED directly by:-

1) Phoning them on 0300 123 1231
2) Writing to them at OFSTED
   Piccadilly Gate
   Store Street
   Manchester
   M1 2WD; or
3) Contacting them via the website - www.ofsted.gov.uk