



COMPLAINTS PROCEDURE

If you have any queries or concerns about 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 view you may have on any aspect of the company and how it is run. We take any queries or concern seriously and will endeavour to follow them up with appropriate action.

We ask for parents to evaluate many areas of the nursery. We believe it is vital that parents and practitioners work in partnerships to produce the most effective learning environment for your child. The parents will receive an annual survey and 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. Some concerns can often be dealt with by the members 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 contact the Local Authority (if needed) for support and then 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 feels 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