Complaints Policy

It is of the utmost importance to us that if you are unhappy with your child’s care and education we would always wish to know so that we can investigate and make any necessary changes. At Cliff Nursery every effort will be made to ensure that complaints are always fully investigated in a timely and efficient manner.

**If you wish to make a Complaint**

Please speak to a member of the senior management team comprising of;

Mrs Julie Herbert Nursery Head and Proprietor

Mrs Helen Shepherd Nursery Manager

Mrs Anna Shepherd Deputy Manager

Mrs Helen Holmes SENCO.

If your complaint is in writing we have a duty to investigate written complaints relating the fulfillment of the EYFS requirements and notify complaints of the outcome of the investigation within 28 days of having received the complaint.

Alternatively you contact Ofsted on 0300 123 1231 (A poster detailing this information is displayed on our parents information board)

Applications, Regulatory and Contact (ARC) Team

Ofsted

Piccadilly gate

Store Street

Manchester

M1 2WD

[www.ofsted.gov.uk/early-years-and-childcare](http://www.ofsted.gov.uk/early-years-and-childcare)

All records of complaints must be made available to Ofsted upon request.

Revised October 2018

Next Review October 2019

Head and Proprietor Julie Herbert