Dear Parents and Carers,

As you are aware on 17th April we had an Ofsted Inspection. Immediately after discussions with the staff and parents who spoke with the inspectors, various concerns were raised and I took the decision to make a formal complaint to Ofsted. There is now an investigation taking place in line with the Ofsted complaints procedure.

We saw a draft copy of the report and did not feel it is an accurate reflection of our practice and I have forwarded my response to the complaints team. I hope that when you read it you will agree that this is not the nursery that you know.

Despite the ongoing investigation the report has now been published. I am very disappointed that this has happened before the process is complete and any modifications made.

As a team we always give our best efforts to the wellbeing and education of the children in our care and feel deeply saddened by the outcome of the inspection. Pending the outcome of the complaints investigation we have requested a further inspection to give a true reflection of our practice.

We hope you will continue to support us and recognise that our committed staff are here putting your children at the centre of everything we do.

Following the publication of the report I am sure you will have questions raised. Please come and talk to myself or Helen as we will be available at any time.

With sincere thanks,

Julie Herbert

Nursery Head

You can view the report at <https://reports.ofsted.gov.uk>

If you do not have access to the internet please ask at the office and we can print a paper copy.