

# Holy Family Catholic 2 Year Old Nursery

## Complaints Policy and Procedure

At Holy Family Catholic 2 Year Old Nursery all staff at all times strive to ensure that every child is safe and happy. We aim to provide a high quality, efficient and friendly service to parents and children, and while working in partnership with parents and the community generally, we welcome suggestions on how we can improve our provision further. The way we work is reviewed regularly but unfortunately from time to time a parent or child may feel that they have a complaint against an aspect of our provision, or an individual member of staff. It is anticipated that any problems or complaints are made constructively and will therefore be resolved as soon as they occur by talking to the parent and taking appropriate and prompt action. However, if at any time parents are unhappy about any aspect of the nursery that relates to one or more of the EYFS standards and a formal complaint about our service has been made in writing or by email, then these complaints will also be investigated and necessary action taken. Parents will be informed of the outcome of our findings and a written record of such complaints will be made.

If a parent still has concerns and is unhappy with the action taken they can then contact the following: -

The Complaints Investigation and  
Enforcement Team  
The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

In the event of our setting being inspected by Ofsted parents and/or carers will be notified, subsequently after the inspection a copy of the report will be generated to parents and/or carers.