**Complaints Policy**

We expect children and parents/carers to receive courteous and prompt attention to their needs and wishes. We work in partnership with parents/carers, children and the community who we encourage to discuss any worries or concerns they may have. We believe that most complaints are made constructively and can be dealt with at an early stage. It is in the best interests of the children, parents and the Preschool that any complaint should be taken seriously and dealt with fairly and in a way that respects confidentiality.

Making Your Concerns Known

* If a parent/carer has concerns about any aspect of Frome Valley Preschool they should in the first instance approach their child’s key person. If they feel that their concerns have not been met then they should speak to the Childcare manager.
* If these concerns continue to exist then the Head Teacher or Chairman of the Governors should be contacted.

If it was felt that a child was at risk or there seemed to be a breach of the setting’s registration at any time then it would be necessary to contact the registering authority OFSTED.

CONTACT DETAILS

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231 (open 8am-6pm Monday to Friday)