St Helens College

Knowsley Community College

University Centre St Helens

Nursery Childcare Procedure

Making a Complaint

University of Chester

Liverpool John Moores University

University of Central Lancashire UCLan

Liverpool City Region Combined Authority

Metro Mayor Liverpool City Region

Positive About Disabled People

European Union European Social Fund Investing in jobs and skills

matrix quality standard for information advice and guidance services

NURSERY CHILDCARE PROCEDURE – MAKING A COMPLAINT

As Early Years Practitioners we are committed to providing the highest levels of service. However we are aware that from time to time things may go wrong and parents may be unhappy with the service provided. To deal with this we have the following procedure.

Complaints will be classified as informal or formal. Complainants will always be notified of the outcome within 28 days of receiving the complaint.

Informal Complaint.

An informal complaint is defined as one received verbally and should be made to the person you are concerned about as they are most likely to be able to respond quickly and put things right, you may also speak to their line manager. We will make a record of your concern and agree with you the best way and time to get back to you. If you are unhappy with the outcome then you have the right to contact the Nominated Person – Julia Callaghan 01744 623374.

Formal Complaint.

A formal complaint is defined as one received in writing and is usually only made as a last resort, when you feel that an informal complaint has not addressed your needs. If this is the case you should contact OFSTED Helpline/Complaints 0300 123 1231, or you can write to them at:

The National Business Unit

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD