

Complaints

Ashfield Plaza Day Nursery will provide the best possible service for the children in their care for parents/carers. We therefore will provide parents/carers with a means of making a complaint. If a parent declines to make a written complaint, their comments will be recorded in a comments file by the manager and this will be kept in the office. Any complaint will be passed straight on to the registered person.

Details of all complaints will be held for a minimum of 10 years.

If a complaint is of a serious nature we pass the information straight on to Ofsted. If you feel you want to take the complaint further yourselves at any stage we acknowledge the individuals right to make a formal complaint to OFSTED as the regulatory body.

The contact details for OFSTED are:

Ofsted
The National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Phone number: 0300 123 1231

If the complaint is regarding the safeguarding of a child we will refer it to the Early Help Unit, there role is to advise us of the next steps. We will comply with all actions they recommend.

For your information:

Early Help Unit: 01623 433500
MASH - working hours: 0300 5008090
MASH - out of hours: 0300 4564546
Local police: 01623 420999

<i>Signature Assessor</i>	<i>Date</i>	<i>Countersignature Designation</i>	<i>Date</i>
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