

### **03 COMPLAINTS PROCEDURE**

If any parent should have cause for complaint they should in the first instance take it up with the child's key worker or a senior member of staff. If the issue remains unresolved then the manager should be contacted.

The manager will then investigate the complaint and report back to the parent within three days.

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with a director:

Mr Paul Kidd Georgie Porgies Day Nursery.

Should Parents want to contact Ofsted Direct their contact details follows.

OFSTED Registered Number EY246324

OFSTED Early Years

Piccadilly Gate

Store Street

Manchester

M1 2WD

General Enquiries 0300 123 1231

Complaints 0300 123 4666

Signed