



Complaints Policy and Procedure

In the event of a complaint the following procedure will be adhered to:

Receiving a complaint:

All complaints will be received and recorded by the Nursery Manager. A letter confirming receipt of a complaint will be forwarded to the complainant.

Complaints will be investigated within 4 working days. Where the complaint relates to the welfare of the children and/or staff member and has immediate concerns this will be dealt with without delay.

The Nursery Manager will make a record of the complaint.

Once an investigation has been completed and a course of action decided the Nursery Manager will write to the complainant within 28 days.

Records of all complaints received will be maintained and appropriate information shared with parents on request.

Little Tinkers has a duty to share the information about complaints with OFSTED on request.

As a parent of Little Tinkers, you can also complain directly to our day-care regulator OFSTED Early Years.

If you would like to notify OFSTED of a concern or complaint please call: 0300 123 1231

This Policy was reviewed by:	Ellie Hanna
Adapted by:	Katie Tobutt
Read and agreed by:	Little Tinkers Nursery Staff
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