

Policy Adopted	April 2001
Policy Reviewed	January 2016
Approved by	Senior Management Team

COMPLAINTS POLICY & PROCEDURE (for parents)

We will aim to ensure that you will be more than satisfied with the care your child receives at Community Childcare Centres.

In the event that you have cause for complaint about any aspect of the service you receive, the Complaints Procedure detailed below will ensure that your complaint is dealt with sincerely and promptly

COMPLAINTS PROCEDURE

- 1) In the first instance of dissatisfaction, the Manager or Deputy Manager will always be available to discuss any complaints with you.
- 2) In the event of the complaint being related to the immediate Management or, if you wish to discuss your complaint with someone not directly connected to your child, you may contact the CEO / Group Manager Jackie Warren in writing or via email on manager@growingplaces.org.uk
- 3) If, following discussions with the CEO / Group Manager, your complaint has not been dealt with to your satisfaction; you may contact the Board of Trustees as detailed below.

Contact Name	Address	Telephone Number
Chair of Board of Trustees	c/o Mill Hill Nursery Mill Road Waterlooville Hants PO7 7DB	02392 258557

If you are still not satisfied you may then contact OFSTED regulator, see details below

Contact Name	Address	Telephone Number
OFSTED South East Region	National Business Unit Ofsted Piccadilly Gate Store Street Manchester M1 2WD	0300 123 1231