

## Complaints procedure

Colyton Caterpillars Childcare recognises that it is important to deal promptly and fairly with any complaints.

In the event of a complaint, the parent will be taken to a discreet or quiet area with the manager or deputy manager and either another member of staff or a committee member. Notes will be taken of the content of the complaint that will then be investigated immediately. Appropriate action will be taken and the necessary persons informed. Once investigated, the parents will be informed by letter of the outcome, with details of Ofsted address in case they wish to continue their complaint/

At all times, the nursery will respect privacy of the parents, children and staff and will keep records confidential.

For complaints direct to Ofsted:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

[www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)