



# TOAD HALL NURSERY LTD

EDNEY'S HILL, WOKINGHAM, BERKSHIRE. RG41 4DS

Telephone: 0118 9776200

## COMPLAINTS PROCEDURE

Adopted August 2018

Toad Hall Nursery aims to provide a safe, warm, caring and educational environment, working closely and in conjunction with parents. However, difficulties do sometimes arise which we endeavor to resolve as soon as they occur. If a parent has a concern to the standard of care, which their child is receiving while at the nursery, or feel unhappy in any way may we ask that you take the following steps:

Report the concern in confidence to the manager, as soon as possible, as it is hoped that at this time the situation can be resolved quickly. This will be recorded in the complaints record and what action will be taken.

If you feel the situation is still not resolved, please put your thoughts in writing and forward them to the proprietor Mrs Ackroyd, who will make further investigations until the matter is fully resolved.

Toad Hall Nursery will endeavor to meet all your needs and requirements. If you are still unhappy you can contact Ofsted at the following address and phone number: Early Years, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 1231