

Complaints Policy and Procedure

Complaints

At Little Cherubs we believe that Children and parents are entitled to expect courtesy and prompt, careful attention to their wishes.

We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns about the running of the nursery.

Complaints are reviewed every 6-8 weeks to ensure there is not a re-occurring problem if there is we will take appropriate action.

If you do have any complaints please speak to your child's key person, if you are not satisfied then you can speak to the Deputy Manager, if you are still not satisfied then you can speak to the Manager Lindy Davis or send us a formal complaint and we will carry out a full internal investigation and will get back to you.

If you feel unsatisfied with any of the above you can contact OFSTED on
0300 123 4666 or email to:
enquiries@ofsted.gov.uk

OFSTED registers and inspects childcare for children aged under eight to help make sure that children are:

- Safe
- Well cared for
- Take part in activities that help them develop and learn.