## Complaints Procedure

All complaints will be dealt with in the strictest of confidence.

As Pre-School operates an Equal Opportunity Policy there will be no discrimination in respect of gender, age, status, ethnic origin, language and culture when considering the complaint.

All complaints can be made to the Manager or if the complaint should involve the Manager then to the Deputy Manager or a committee member.

All complaints will follow a set procedure

The outcome of all written complaints will be investigated and the complainant will be notified within 28 days of us having received the complaint.

The record of the complaints will be made available if requested by Ofsted.

If you wish to contact Ofsted directly with your complaint you can ring

**0300 1231231**

Or write to

**The National Business Unit**

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**