

## Complaints Procedure for Parents and Carers

| This policy was adopted from | Signed on behalf of<br>Twickenham Park Riverside | Date for review |
|------------------------------|--|-----------------|
| Policies from 20/21          | Guy Mitchell                                     | September 2022  |

We endeavour to make our nursery a happy place that we hope all will enjoy being a part of.

Please feel able to discuss any concerns whatsoever, with Guy Mitchell who will do his utmost to resolve any difficulties you might have. A solution can usually be found as long as we know that a problem exists so please feel that you can speak freely about any matter concerning your child or the nursery. Any matter relating to an individual child should be discussed between the parent or carer, Guy Mitchell and the child's key person.

Any serious grievance should be taken up in the first instance with Guy Mitchell by email on [guy.mitchell@riversidenurseryschools.com](mailto:guy.mitchell@riversidenurseryschools.com)

We will investigate any written concern within 28 days of receiving the complaint. You will be informed of any actions taken and outcomes.

Should you need to take this further as you are dissatisfied with the outcome of the complaint, you may contact Aimee Kimbell by email on [aimee.kimbell@riversidenurseryschools.com](mailto:aimee.kimbell@riversidenurseryschools.com)

Should you feel your complaint is not satisfactorily addressed you have the right to raise the matter with OFSTED. They can be contacted on 0300 123 1231