**Cygnet Nursery **

**Complaints Procedure For Parents/Guardians**

**This procedure is designed to advise parents of their rights in the event that they have cause for concern about the welfare of their children whilst in nursery.**

1. **Any concerns that parents may have regarding the care or education of their child should first be raised with their Key Person. If this is not felt to be appropriate, parents should feel free to raise their concerns with the Room Head, Nursery Manager or Director.**
2. **If the person with whom the query is first raised fails to provide a satisfactory answer or take appropriate action, the complainant should feel free to approach whichever higher authority within the Nursery, that they feel to be appropriate. The Nursery undertakes to respond to any complaint within 28 days.**
3. **If the matter is felt to be too serious to be dealt with within the Nursery’s internal procedures, the matter may be referred to the registering authority which is the Office for Standards in Education (OFSTED). Their help desk is open from 08.00 to 18.00 Monday to Friday. Tel: 0300 123 4666. They will be able to advise you whether to make a complaint in writing.**

**The address for Ofsted is:**

**Enquiries**

**National Business Unit**

**Ofsted**

**Royal Exchange Buildings**

**St. Annes’s Square**

**Manchester**

**M2 7LA**

**You may also contact them by e-mail:** [**enquiries@ofsted.gov.uk**](mailto:enquiries@ofsted.gov.uk)

**Or fill in an on-line complaints form at:** [**http://ofsted.gov.uk/onlinecomplaints/**](http://ofsted.gov.uk/onlinecomplaints/)

**Their reference Number is: 541904**

1. **In matters which do not affect the welfare of the children, the proprietor’s decision is final.**
2. **All complaints are recorded in a complaints log which is to be found in the proprietors office and is available for inspection at all times during opening hours.**

**Cygnet Nursery**

**44/45 Evenlode Crescent**

**Kidlington**

**Oxon**

**OX5 1RF**

[**Tel:01865**](Tel:01865) **842006**

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**Director: Mr D.P. Smith ACIB**

*(Policies & Procedures) Reviewed & Updated: March 2021. BY: TW / Next Review Due: March 2022.*