

Norton Pre-School



Complaints Procedure

Norton Pre-School aims to offer the highest quality education and care for all of our children. We hope to offer a welcome to each child and family and provide a warm caring environment into which they may learn and develop. Our intention is to work in partnership with our parents and the community. If a parent or carer has any concern about any aspect of the group provision, we would ask you to speak immediately to the Play Leader or chairperson. If the matter were not resolved to your satisfaction, we would ask you to speak again to the Chairperson. A mediator may then be brought in from an external source e.g. the Pre-School Learning Alliance. We believe strongly most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Pre-School and parents that complaints are taken seriously and dealt with fairly in a way that respects confidentiality.

Parents/carers may approach Ofsted directly at any stage of the complaints procedure at the following address:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231