



**White House Nursery**

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### **Parent Complaints Procedure**

- 1) Once a complaint has been made to the management a meeting will be arranged (within a week) for the parent to discuss in detail the nature of the complaint.
- 2) Depending on the nature of complaint, a time scale will be set accordingly for management response. This will be agreed by both parent and management.
- 3) A second meeting will then be held between the parent and management after the given time to discuss if a satisfactory outcome has been achieved.
- 4) If the matter is then not resolved the parent should feel able to contact outside sources (i.e. Ofsted on 0300 123 1231).
- 5) All complaints are confidential and a record will be kept.