



## PLUS THREE NURSERIES' POLICY FOR Complaints

If parents or carers have concerns relating to the nursery and its staff we positively encourage them to let us know so that the matter can be addressed to their satisfaction.

1. Parents and/or carers can approach their child's teaching Group Leader and express their concern verbally and, in the majority of cases, the matter can be resolved immediately and satisfactorily.
2. If the child's key person is unable to resolve the matter, she will refer the Parent or Carer to the Nursery Manager who, in the majority of cases, will resolve the matter immediately and satisfactorily.
3. If the Nursery Manager is unable to resolve the matter, she will contact the Principal for advice, and either the Nursery Manager or the Principal will respond verbally within two working days.
4. If the Parent or Carer is not satisfied with the response from the Nursery Manager they may formally complain to the Principal:  
Mrs. Suzanne Butler, Principal,  
Plus Three Nurseries,  
Hope House, 21c Balliol Way, Owlsmoor, Sandhurst GU47 0QN  
Mobile: 07970 030769 Email: plusthreenursery@aol.com
5. All complaints made will be fully investigated within a period of 28 days and a record kept of the complaint, its investigation and outcome.
6. Any person may at any time, in any form, complain to the LEA Early Years and Childcare Department and/or Ofsted whose details are as follows:-

Karen Frost,  
Early Years and Childcare Manager,  
Bracknell Forest Borough Council,  
Seymour House,  
38 Broadway,  
Bracknell RG12 1AU  
Telephone 01344 354024

Early Years OFSTED  
Complaints Team  
Bristol Regional Centre  
Freshford House  
Redcliffe Way  
Bristol BS1 6NL  
Telephone 08456 404040

- 7 Appropriate information from complaints will be available for inspection on request by parents.
- 8 All complaints documentation will be kept accessible for inspection by Ofsted.