 Jack and Jill Childcare … *where children can explore, create and discover the colour of dreams*

***Complaints Policy:***

We are confident that our setting provides a high standard of good quality care & education. If in the unlikely event you feel you need to make a complaint, please follow this procedure:

* Speak to a member of staff informally & tell them what the problem is. Many problems will be sorted out at this stage, but if not,
* The member of staff or parent should speak to the manager. Most problems will be sorted out at this stage, but if not,
* The manger or parent should take the problem to the childcare executive. Most problems will be sorted out at this stage, but if not,
* The childcare executive or parent should take the problem to the chairperson, who if they cannot solve it will consult with the committee.

Each complaint will be dealt with on an individual basis & where possible we will work with the parent(s) to resolve the problem.

In the event that the above procedure is not appropriate the Early Childhood Service can be contacted on 01243 520800

Or

Ofsted can be contacted at The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD or 0300 123 1231

All complaints will be accurately logged in the complaints record book.

This policy was adopted by Jack & Jill Pre-school at a meeting held on: **5th July 2023**

It is signed on behalf of the setting by***: L Batchelor***

In their capacity as: **Chairperson**