



New Era Nursery

Complaints Procedure

We aim to provide the best care for all our children and to offer a welcoming environment to learn and to play in. We welcome suggestions on how to improve our Nursery.

Concerns can be resolved quickly by an informal approach to a member of staff.

However, if you are not satisfied with the outcome of your complaint, please put your concerns in writing to the registered provider/New Era on the forms provided in the entrance hall. This matter will then be investigated and you will be notified of the outcome of the investigation within 28 days of us receiving your written complaint.

We believe that most complaints are made constructively and can be sorted out at an early stage. All complaints are dealt with seriously and are dealt with confidentially.

If you are still not happy with our procedures, please contact:

OFSTED
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

Policy reviewed and updated Sep 2019