

Christopher Robin Sure Start Children's Centre

Complaints Procedure

Christopher Robin Sure Start Children's Centre believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our services and will give prompt and serious attention to any concerns about the running of the Children's Centre.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

How to complain

- Parents who have concerns about any aspect of the Children's Centre provision should, in the first instance, contact the Children's Centre Co-ordinator. This can be done in person, by telephone or in writing. The Children's Centre will then investigate the concern and report back to the parent. It is our aim that all concerns brought to our attention will be responded to within 5 working days.
- If parents feel that their concern has not been satisfactorily dealt with by the Children's Centre they can write to the Area Manager at Christopher Robin Day Nurseries Head Office, 31, Claremont Avenue, Woking, Surrey GU22 7SF. The Area Manager will investigate the concern and respond within 5 working days.
- Parents have the right to contact the registered owner of the nursery at any point. Contact can be made through Christopher Robin Day Nurseries Head Office, 31, Claremont Avenue, Woking, Surrey GU22 7SF.
- If the matter cannot be satisfactorily resolved parents/carers or the complainant have the right to raise the matter with OFSTED Early Years, National Business Unit, 3rd Floor, Royal Exchange Buildings, St. Ann's Square, Manchester M2 7LA. Telephone: 08456 404040.
- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to. The address and telephone number of Ofsted is: OFSTED Early Years, National Business Unit, 3rd Floor, Royal Exchange Buildings, St. Ann's Square, Manchester M2 7LA. Telephone: 08456 404040.

Please note that Ofsted can also be contacted to compliment the services offered by the nurseries.