

# Complaints Procedure

Please feel that if you ever have a query or complaint, that you can always approach either Lindsay or Sarah regarding this information. We as a dedicated nursery team wish to ensure that problems are solved quickly and effectively.

If you regard this complaint too serious, please put it in writing to the Highdale Day Nursery address below, where this will be logged in a confidential complaints file and must be dealt within 28 days . Complaints in writing can also be done anonymously. Prospective and current parents can ask to see this file, in which names are not used to ensure confidentiality of other children and adults.

However if the nature of the complaint is not one you wish to share with at nursery and it is of a serious issue please put in writing to

OFSTED National Business unit  
Royal Exchange Building  
St Anne's Square  
Manchester  
M2 7LA