



## COMPLAINTS PROCEDURE FOR PARENTS & CARERS

We hope that it will not be necessary for you to use this procedure. However, if a parent or carer does have any concerns they should follow the steps listed below.

- If the problem is one which can be dealt with simply, the parent/carer should speak directly to the Team Leader.
- If the problem needs to be dealt with at a more senior level, the parent/carer should speak to the Nursery Manager.
- If the concerns are with regard to the policies and procedures used by York Childcare Ltd (YCL), the parent/carer should contact the General Manager.
- Any concerns related to the safety or welfare of the children, which are not covered by the organisation's policies and procedures, should be addressed to the General Manager.
- If the complaint concerns the behaviour of a Nursery Manager, the concerns should be recorded in a letter, and addressed to the General Manager at the Registered Office, marked "Private and Confidential". The General Manager will then contact the parent/carer.
- Should the parties concerned still feel that the complaint has not been dealt with adequately, they should write to the Chair of York Childcare Ltd at the Registered office, marking the letter "Private and Confidential".
- Any parent or carer wishing to make a complaint directly to OFSTED may do so by contacting:  
Tel: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).  
Post: OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD.