Complaints Procedure

If you have any concerns regarding the care, safety, welfare or education of your child please speak to the Key carer Room Leader or to the Nursery Manager. We are always available to listen to any concerns you may have and hope that you will feel able to approach us.

We endeavour to work closely with parents to ensure that each child's time with us is spent in a safe, happy and secure environment.

If, having spoken to either the Nursery Manager or the Room Supervisor, you still feel your concern has not been adequately addressed please put your concerns in writing to:

Alex Walker or Bev Bowden

1st Steps Day Nursery

42 – 44 Irlam Road

Bootle

L20 4AL.

0151 944 1345 option 1

Bowdenbev@1ststepsdaynursery.co.uk

Alex-walker@1ststepsdaynursery.co.uk

OR

1st Steps Day Nursery

15 Cambridge Road

Waterloo

L22 1RR

0151 944 1345 option 2

Bowdenbev@1ststepsdaynursery.co.uk

Alex-walker@1ststepsdaynursery.co.uk

The Manager will respond within 2 weeks, having made an official record of the complaint and carry out a full investigation.

Your concerns will be reviewed and we will ensure that you receive an acknowledgement dependant on which nursery your child attends, before the end of the next working day and a resolution within 14 working days.

You may also discuss any concerns with the following organisations:

OFSTED has a duty to inspect our premises and register the Nursery or Crèche.

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 1231231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk/)

Email: enquiries@ofsted.gov.uk

Reviewed: Bev Bowden Feb 18, Sept 17

**Leadership & Management**