



The Granary Nursery School
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Complaints Procedure

Dated 27.04.2020

The Granary Nursery School Ltd aims to provide the highest quality education and care for all our pupils. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn.

We believe children and parents (regardless of ethnic heritage, social and economic background, gender, ability or disability) are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents / carers at all times.

Making concerns known:

A parent who is uneasy about any aspect of the Nursery's provision should first discuss any worries or concerns with the Room Leaders or Owner/Manager

If this does not have a satisfactory outcome within 14 days or if the problem persists or recurs within that time, the parent should put their concerns in writing and request a meeting with the Head Teacher and Proprietor. An agreed written record of this meeting should be kept and we will endeavor to resolve the issue as soon as possible. Complainants will receive notification of the outcome of the investigation within 28 days of receipt of the complaint.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly, in a calm manner, which respects confidentiality.

Any parent who is still dissatisfied can contact OFSTED on 0300 123 1231.

