

## Woodhall Farm Pre school

### Complaints Procedure

We provide our children with a warm and caring environment and aim to work really closely with families to provide consistent care and education.

Any initial concerns should be discussed with the key person and Pre-school leader.

If parents /carers are not happy with any aspect of the Pre-schools provision it should be discussed with the pre-school leader promptly so that we can work towards resolving the matter.

If parents/carers are still not satisfied with the outcome, please put the complaint into writing within a two-week period, stating persons involved, dates and times of grievances to Mrs. A. Kukoyi (Pre-school Leader of the Woodhall Farm Pre-school).

If the matter cannot be resolved, then an independent mediator from the Pre- School Learning Alliance will be contacted for further assistance.

If matters are still unresolved please put your complaint into writing within a two-week period, stating persons involved, dates and times of grievances to

OFSTED.

PICCADILLY GATE

STORE STREET

MANCHESTER

M1 2WD

Telephone OFSTED 0300 123 1231

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

Policy reviewed 01/04/2021

The Woodhall Farm Pre-school

Mrs. A. Kukoyi  
Pre-school Manager

Mrs. S. Pomroy  
Deputy Pre-school Manager