



Complaints from parents' policy

Our policy at Growing Patch is as follows:

- Management would discuss the problem with the parents and try to resolve it, however failing to do so I would give them OFSTED's number.
- Having a complaints book in the nursery, parents can leave a written complaint, if they wish.
- We will keep any complaints on file.
- We will also inform OFSTED of any complaints made.

<u>Last Updated/Reviewed On:</u>	<u>Signature:</u>

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