



## Complaints Procedure

Frenchay Pre-school is committed to an open and honest method of working. Should you be unhappy with any aspect of our Pre-school and feel that you have cause for complaint, please talk in the first instance to our Pre-School Leader or the Manager about it.

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Telephone: 0300 1231231

All complaints are recorded and all written complaints are investigated and the outcomes notified to all parties within 28 days of receiving the complaint.

We can be contacted face to face or via the following options:

School Mobile: 0798 219 1158  
Lucy Mobile: 07920 885185  
Email: [Managerfrenchay@outlook.com](mailto:Managerfrenchay@outlook.com) /  
[Deputymanager1@outlook.com](mailto:Deputymanager1@outlook.com)

It is hoped that issues will be resolved following an informal but full and frank discussion. If your complaint isn't resolved and you feel that you wish to contact an independent person, please contact Ofsted via the following options:

Written Letter to:  
Ofsted (Complaints Department)  
Picadilly Gate  
Store Street  
Manchester  
M1 2WD

Written by:	Claire Frost
This policy was adopted by the pre-school on:	1 <sup>st</sup> September 2014
Signed by the Deputy Manager of Frenchay Pre-School	Gemma Hughes
Next Review Date	November 2022
Links to EYFS	Safeguarding and promoting children's welfare Suitable people