



COMPLAINTS PROCEDURE

by staff: bring all grievances, problems, queries to Helen first. She will do her utmost to come up with a fair solution, and if necessary will seek expert help. Mrs Coates, external specialist consultants (educational and otherwise), accountant, bank manager or solicitor could be consulted about technical problems.

by parents : in the first instance any complaint should be brought to our attention. Hopefully the staff and Manager and owner can resolve your concerns, however you may prefer to contact:-

OFSTED
Picadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Ofsted URN **309450**

LANCASHIRE CHILD PROTECTION
Children's Integrated Services
0845 053 0000
Lancashire URN: 1486

by neighbours: We listen to any complaint about noise or parking sympathetically. We are part of our community and work to maintain good relationships with our neighbours. In the event of issues arising we will establish the exact nature of the problem, take action, and report back to the complainant as regards action taken.

We will keep a written record of complaints, the investigation, the outcome, any actions taken and respond within 28 days. Parents can request this in writing.

C.I.S. Team	0845 053 0000
Emergency Duty Team	0845 602 1043
Police	01772 203 203
Ofsted	0300 123 1231

**SANDCASTLES
PRIVATE
CHILDREN'S
NURSERY**



425 Marine Road East
MORECAMBE LA4 6AA
TEL: 01524 831932

COMPLAINTS PROCEDURE

If you have comments/concerns please tell us.

We welcome suggestions for improving our work in the nursery. We understand that a common fear is that our relationship with you or your child might be affected if you express dissatisfaction, please be assured this is not the case. We respect and expect Parents' to act as advocates for their child.

1. What to do first

Most concerns and complaints can be sorted out quickly by speaking with your child's nursery staff. All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the nursery to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and the nursery to understand both sides of the question. It may also help to prevent a similar problem arising again.

2. What to do next

If you are dissatisfied with the staff's response you can make a complaint to the Nursery Manager. This could be made in writing or by making an appointment to discuss the problem. You may take a friend or someone else with you if you wish. The Manager will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will then receive a written response to your complaint, which you may wish to discuss with the Manager.

3. If you are still unhappy

If you are still not satisfied, you may wish to contact the Owner who will then invite you to a meeting, which the Manager may also attend. The Owner may also invite independent mediators to assist in resolving complaints (for example Local Authority Teaching Consultants).

If you are dissatisfied with our handling of your complaint or you feel children are put in danger by our actions it is your duty as an adult to contact Ofsted and report your concerns.

Contact details:

Nursery Manager (H. O'Hagan),
Sandcastles Children's Nursery
425, Marine Road East,
Morecambe,
Lancs.
LA4 6AA
01524 831932

Nursery Owner (M. E. Coates)
Sandcastles Children's Nursery
425, Marine Road East,
Morecambe,
Lancs.
LA4 6AA

Ofsted
Picadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Sandcastles Reference Number
(URN) EY476948
(Prev URN: 309450)

LANCASHIRE CHILD PROTECTION
Children's Integrated Services
0845 053 0000

SANDCASTLES

PRIVATE CHILDREN'S NURSERY
REGISTERED and REGULATED by

LANCASHIRE COUNTY COUNCIL

URN (Unique Reference Number) 1486

OFSTED

URN (Unique Reference Number) EY476948

Any complaint you feel cannot be resolved by Helen O'Hagan (Manager) or Margaret Coates (Owner) should be addressed to:

Ofsted

Picadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

CHILD PROTECTION TEAM

Children's Integrated Services Tel: 0845 053 0000

Parents wishing to see our POLICY DOCUMENTS
should ask - they are readily available.

Complaint management process

(this diagram offers a general outline of our complaints handling process – all situations are unique and require individual management)

