

Complaints Procedure for Parents

Wherever possible, complaints should be raised immediately with the Nursery Manager with the aim of resolving the problem directly and informally. A meeting can be arranged at a mutually convenient time if you wish to talk to the Manager in private.

If you remain dissatisfied with the response to your complaint then please contact Parent Services at the Central Office on **0845 365 2900**.

- For care-related complaints, ask to speak to the Customers Relations Co-ordinator.
- For finance-related complaints, ask to speak to the Parent Services Finance Supervisor.

You will be sent a holding letter on receipt of any complaint correspondence whilst it is being investigated. You will be informed, in writing, of the outcome of your complaint within a maximum of 28 days.

If you remain dissatisfied, please write to the Regional Operations Manager (ROM), at the Central Office address.

The ROM for this region is:

The Central Office address is: **kidsunlimited**
Summerfields Village Centre
Dean Row Road
Wilmslow
SK9 2TA

In the event that you remain dissatisfied with the outcome of your complaint, please write to the Operations Director at the Central Office address.

The contact details for Ofsted, our regulator, are:

Ofsted North Regional Centre

Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Tel: 08456 404040

Ofsted Midlands Regional Centre

Building C
Cumberland Place
Park Row
Nottingham
NG1 6HJ

Tel: 08456 404040

Ofsted South Regional Centre

Freshford House
Redcliffe Way
Bristol
BS1 6LX

Tel: 08456 404040

Complaints Procedure Flow Chart for Parents

