

Complaints Procedure

Bloom Day Nursery aims to provide a safe, secure and stimulating learning environment for all who attend our provision. We do however accept that some parents/carers may need further clarification on aspects of our provision, policies or practices. If at any time a parent/carer requires additional information on any of Bloom Day Nursery's policies and procedures then this can be addressed with the Registered Person, Jill Mackey or the Nursery Manager, Pamela Makin.

A parent/carer's first point of contact should always be their child's key carer for all comments and general enquiries. If parents/carers need to speak to a senior member of the nursery team we have two Deputy Managers, Lucy Wignall and Lorna Marchan and a Manager, Pamela Makin that are available. The registered person, Jill Mackey, can also be contacted if necessary.

Complaints/queries can be made either by phone on 01618737432 or by email to hello@bloomdaynursery.co.uk, or in writing to Jill Mackey, 52-54 Talbot Rd, Old Trafford, M16 0PN and we will aim to give you an initial response within 24 hours of receipt of the complaint.

As a statutory requirement of the Early Years Foundation Stage April 2017 regarding Complaints 3.74 Bloom Day Nursery will endeavour to meet all necessary criteria.

All issues will be recorded and addressed according to their individual circumstances. Actions will be dealt with within 28 days where hopefully the situation can be resolved and parents/carers notified of the outcome. All recorded complaints must be made available to Ofsted on request.

Parents will be informed of how to contact Ofsted including the full postal address and contact telephone numbers. A notice will be displayed in the reception area.

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Website: www.ofsted.gov.uk

General Helpline: 0300 123 1231

Education or Adult Skills: 0300 123 4234

Text phone/Minicom Users: 0161 618 8534

Date of Review: April 2018