

**Making a complaint**

It is important that Busy Otters runs smoothly, and that parents and staff work together in the interest of the child to make this the best learning environment. In the event of a complaint from either staff or a parent every effort will be made to respond quickly and appropriately, and the following procedures will be followed;

If a parent feels that they have cause for a complaint to be made they should speak to a member of staff.

The Manager/Deputy Manager will respond to the complaint as quickly as possible. We will talk to the parents and staff to try to overcome the problem.

Complaints will be recorded in the complaints folder. If the complaint has been resolved then the outcome will be recorded and also put in the complaints folder.

If the complaint is about the Manager then please speak to The Chair of the Committee who will be able to assist you further. The current Committee members can be found on the Busy Otters website.

It is clearly understood that parents have the right to phone Ofsted after talking to the pre-school staff if they feel that they have not received a satisfactory response to their complaint.

Address for Ofsted;

**Ofsted**  
**The National Business Unit**  
**Piccadilly Gate Store**  
**Street**  
**Manchester**  
**M12WD**  
**0300 1231231**