

St Helen's Pre-school – Complaints Procedure

Parents or carers having concerns regarding any aspect of the service that the pre-school provides should, in the first instance, discuss these with the manager, Tricia Pillay, and, if necessary, with the management committee. Any parent or carer wishing to make a formal complaint should ask for a complaints form.

Should the concern not be fully resolved through this procedure the parent/carer concerned may wish to speak the registration and Inspection Authority, OFSTED, using the following contact details;

OFSTED Early Years
Royal Exchange Buildings
St Anne's Square
Manchester
M2 7LA

enquiries@ofsted.gov.uk

00456 404045

0161 618 8524 – textphone and minicom users