

Complaints Policy

Many concerns can be resolved quickly by an informal approach. Any concerns must be reported to the management team. The manager on duty will then liaise with the Manager Victoria George who will then discuss with the Managing Director Elaine Burnett.

Our Management Team:

Elaine Burnett: Managing Director/Owner
Vicky George: Manager
Danielle Burnett: Manager
Gemma Lihou: Deputy Manager
Charlie Westrope: 3rd in charge.
Sara Jones: 3rd in charge.

If you are still concerned, please follow the procedures below:

- Arrange a meeting with the manager to discuss your concerns and issues.
- Complete a complaints form, this will be kept and recorded for future reference if needed, to help with any improvement or reflective plans.
- If the matter has not been resolved within two weeks put your complaints/concerns/anxieties in writing to the Managing Director Elaine Burnett: elaine@littlelearnersdaycare.co.uk
- The settings manager/managing director will arrange a meeting with the people involved.
- Parents/guardian or carers who feel the setting is in serious breach of the statutory guidelines and they cannot approach the settings manager you can contact Ofsted:

Ofsted Early Years
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300123 1231

Contact form : [Contact us](#) | [Ofsted](#)

Email: enquires@ofsted.gov.uk

Web: www.ofsted.gov.uk

The nursery takes all complaints/concerns/issues seriously and matters will be dealt with fairly and promptly.

All matters will be dealt with confidential unless it concerns the well-being of a child. The nursery would then contact the relevant agencies.

Reviewed: January 2025 by Vicky George, Manager V. George

Next Review: January 2026