



HUMPTY DUMPTY PRE-SCHOOL

All Saints Centre, New Road, Hackbridge, Surrey CR4 4JN

07729 434226

COMPLAINTS POLICY

Parents Pack

If you have a query or complaint, please see your keyworker first and discuss the problems with them so that it can be dealt with quickly and in the strictest confidence. If your Keyworker feels it is necessary she will discuss your problems with the Manager Jackie.

If you feel that your complaint needs to be dealt with directly by the Manager Jackie, please ask to speak with her. If after discussions with the Manager you still feel the need to take things further then you should contact OFSTED.

The address and telephone number for Ofsted is:

Ofsted
Complaints Investigation Enforcement Team
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD

Tel: 0300 1234666

This policy was revised and updated in September 2023
It will be renewed annually.