

ALTON COLLEGE NURSERY

COMPLAINTS PROCEDURE

Alton College Nursery is committed to providing a high standard of quality care for all children. If you have any concerns with any aspect of your child's care, please speak to either your child's key person, or to the Nursery Manager.

If you do not feel you can talk to the Nursery Manager please contact Leona Berry who will follow up on your complaint.

If you feel your concerns have not been resolved then please speak to the responsible Executive Lead at the College.

If you have a complaint regarding a member of staff, please report it to the Nursery Manager.

Complaints are taken very seriously and are dealt with immediately.

Individual grievance procedures, disciplinary procedures or gross misconduct will be carried out by the main College according to the College's Complaints Policy and procedures.

Reviewed:	May 2021
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