



Abbey Wood Grange Day Nursery

Grievance Procedure

If you have a complaint about the services that the Nursery is providing or the duties allocated to you, please discuss it with the Manager or Deputy Manager. The complaint will then be addressed and an acceptable solution for all parties is accomplished.

If you feel that your complaint or concern has not been suitably dealt with, you may approach Vince Lethbridge or Sue Tickner, proprietors of Abbey Wood Grange.

Having exhausted the procedures above without resolving your complaint or concern you may contact OFSTED Complaints Department 0300 1231231 or email enquiries@ofsted.gov.uk

Internal use only

Last updated/reviewed	Signed on behalf of the nursery	Date disseminated to staff
<i>February 2014</i>		