

**Our Lady's Preparatory School, Nursery,**  
**Day Nursery and Holiday Club**  
**Complaints Procedure**

At Our Lady's we aim to provide a safe, stimulating and caring environment while taking into consideration the individual needs of each child.

This however may not always go to plan and you may have concerns about your child's care. In this case you should first speak to the senior member of staff in your child's room. If you are still not satisfied then speak to the Day Nursery/Holiday Club Manager. At this point if you still have concerns then please speak to the Headmistress.

In the event that you feel your concerns are not resolved please write to Ofsted at:

Ofsted  
Freshford House  
Redcliffe Way  
Bristol  
BS1 6LX

Ofsted Helpline: 0845 6404040

A log of all written complaints is kept and displayed on the main nursery information board in the main entrance.

Created: August 2009

Date to be reviewed: August 2010

In the academic year 1<sup>st</sup> September 2008 to 31<sup>st</sup> August 2009 there were ...0..... official complaints received at Our Lady's Preparatory School and Nursery