



# Waltham Pre-School

## Complaints Procedure

We as a group aim to provide the highest quality care and education for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

If you have a concern regarding the Pre-School please bring it initially to the attention of the pre-school manager:

Mrs Catherine Standley  
Waltham Pre-School,  
Manor Drive.  
Waltham,  
North East Lincolnshire  
DN37 0NU

Telephone 01472 822967

We aim to resolve concerns within 28 working days.

We adhere to 3.74 and 3.75 in the statutory framework for the early years foundation stage.

In some circumstances, it will be necessary to bring in Ofsted, with whom the Pre-school Learning Alliance works in partnership, to encourage high standards.

The Address of the Regional Centre is below:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone 0300 123 1231

Complaints and Enforcement: 0300 123 4666