

COMPLAINTS – Sunlands Kindergarten

In the event of a complaint by a parent or carer of a child at the kindergarten the procedure is as follows:

- Contact the play leader in writing.
- The issue will be brought to the manager and then brought to the staff meeting following the complaint.
- The complaint should be made in writing and will be dealt with within the maximum of 28 days.
- The manager will decide on the action taken to do justice to the complaint.
- If this does not resolve the matter, then the issue will be taken to the wider Management Group.
- If still no satisfactory solution in dealing with the complaint has been found, we advise you to contact Ofsted directly.

In case of a complaint against the play leader contact the manager, in the event of a complaint against the manager contact The Chair of the Management Committee or Ofsted directly.

Manager	Therese Curwen
Kindergarten Teachers	Penny Steinberg Akhila Underhill
Management Committee/ Trustees	Natasha Ramm Therese Curwen

Contact details below and on the notice board.

Sunlands Kindergarten

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OFSTED

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