



## **FOREST ROW COMMUNITY PRE-SCHOOL POLICY 16 REPORTING COMPLAINTS**

### **Grievance and Complaint Procedure for Parents and Carers**

If any Parent or Carer is dissatisfied with any aspect of Forest Row Community Pre-school please do not hesitate to contact our Pre-school Supervisor or the Pre-school Chair. We hope that you will feel able to discuss any issues or areas of concern which may arise with them directly and be able to reconcile any grievances.

If a Parent or Carer feels dissatisfied with the response to their concern you have the right to take the matter to the full Committee at the earliest possible opportunity. In this instance you will be requested to put your concerns in writing and address to the Chair of the committee.

Following this, if the matter is still unresolved and you continue to be dissatisfied with our response you may wish to contact the Ofsted Early Years Inspector at the following address:

Ofsted Early Years Area Manager  
The National Business Unit  
Ofsted  
The Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

Ofsted Helpline: 0300 123 1231  
Or visit the website on [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

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