

## Cranford Complaints Policy

**PLEASE CONTACT FIONA OR VICKI FIRST WITH A COMPLAINT.**

WE WILL DO EVERYTHING POSSIBLE TO PUT THE MATTER RIGHT AND TO GIVE IT OUR FULL ATTENTION.

If the complaint cannot be resolved then we will contact our nursery inspector. The parent may be requested to speak to our inspector.

The nursery reserves the right to cancel a nursery place and to request a parent to remove their child with immediate effect.

Parents may use the black comments box outside the front door to leave any suggestions.

Registrations & Inspections Unit

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