



## *Fairytales Day Nurseries*

### **Complaints and Compliments**

**At Fairytales we aim to provide a welcoming caring and friendly environment for children staff and visitors alike. We aim to please parents by working in partnership with them and, hopefully, offer an excellent service.**

However, we are aware that there may be occasions where parents will question the services offered or have questions regarding the care of their child.

If this arises, please feel free to approach any of the senior staff, dressed in purple, or if you would rather, speak to the managing director Mrs. D Latewood, [fairytales@unicombox.com](mailto:fairytales@unicombox.com). All conversation will remain confidential and action will be taken as deemed appropriate.

We hope you would feel able to approach ourselves in the hope to reach an amicable agreement, but in the event, you are unhappy with the outcome of any discussion, or if you feel you are unable to approach us, you are welcome to contact Ofsted at...

**OFSTED- 0300 123 1231** - citing EY267429 Bourne Street/ EY493978 St James Road or  
Email to: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Ofsted will be happy to undertake the enquiry on your behalf.

In the same instant, where appropriate, compliments are welcome. Please feel free to pass these or any other comments on to any member of staff or management.

All complaints will be recorded on official Ofsted paperwork and you will be asked to sign.

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