



**White House Nursery**

**97 West End Road  
Ruislip  
Middlesex  
HA4 6JN**

**01895-632681**

### **Raising A Complaint**

- 1) If a parent wishes to raise a complaint or concern they can do so to any member of staff. This should be away from the other children and parents to maintain confidentiality.
- 2) The member of staff will offer the parent a complaints form so their complaint can be recorded.
- 3) The staff member will then inform management and the relevant course of action will be followed in line with the **Parents Complaints Procedure** (if necessary).
- 4) If the parent feels that the complaint needs to be taken further Ofsted can be contacted on 0300 123 1231.

**Under no circumstance should the parent or staff member feel intimidated or threatened.**