



**Ham Drive Nursery School and  
Day Care**

**Ham Drive Nursery School and Day Care Complaints Procedure:**

If you wish to make a complaint about the Nursery School or the Day Care please follow the process as set out in our 'Complaints Policy':

1. Talk to the Day Care Manager or the Assistant Headteacher
2. If the matter is not resolved please talk to the Headteacher
3. If the matter is still not resolved it can be passed to the Governing Body via the School Office, marked for the attention of the 'Chair of Governors'
4. If you are still unhappy about the outcome you can complain to Ofsted [www.ofsted.gov.uk](http://www.ofsted.gov.uk) search complain about a school or telephone 0300 1234 234
5. If your concern is about Child protection or Safeguarding the above procedure should still be carried out or you can contact Children's Social Care on 01752 308600.