



Merry-go-Round Ltd  
St James Parish Centre  
Church Street  
Weybridge  
Surrey  
KT13 8DE

## COMPLAINTS PROCEDURE

We must provide the highest quality and care for all our children. We must offer a welcome to each individual child and family and provide a warm and caring environment within which all children can learn and develop, emotionally, socially and intellectually in preparation for school.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We must work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our group at any time.

### Making concerns known:

A parent who may seem uneasy about any aspect of the groups provision should first, talk over their concerns with the supervisor or owner.

If this does not have a satisfactory outcome within weeks or the problem recurs, the parent should put it in writing, and a meeting can be arranged.

Both parents and owner should have a friend or partner present and a written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage.

If the matter is not sorted to the parents' satisfaction or cannot reach an agreement an external mediator may be invited in. This may help review, discuss and offer advice. All discussions are kept confidential.

In some circumstances it may be necessary to bring in the local authority registration & inspection unit.

We believe that most complaints are made constructively and can be sorted out at an early stage, all complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.

Complaints in writing to OFSTED Piccadilly Gate, Store Street Manchester  
M1 2wd

Emma & Angela Higgins September 2026/2027