



## Little Colliers Nursery



### Comments, Complaints and compliments Policy

We offer an open door policy for parents to freely approach and discuss matters with any member of staff they feel comfortable with in the first instance.

If parents are still unsure or dissatisfied with anything at Little Colliers they can speak to the manager or the Head-teacher at Colley Lane Primary School.

If the Head-teacher still does not resolve the problem then they can contact the F.I.S (Family Information Service) or OFSTED (Office For Standards in Education).

Contact details for The F.I.S are:-

Telephone number: 01384 814399

Email [fis.ed@dudley.gov.uk](mailto:fis.ed@dudley.gov.uk)

Address: Dudley mbc

Council House,

Priory Road,

Dudley

DY1 1HF

Contact details for OFSTED are:-

Telephone number: 0300 123 1231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Address: OFSTED,

Piccadilly Gate

Store Street

Manchester

M1 2WD

Little Colliers Management Team

Written: November 2010

Reviewed: 27<sup>th</sup> July 2011, 20<sup>th</sup> December 2011, 1<sup>st</sup> November 12, 19<sup>th</sup> November 13, 21<sup>st</sup>

October '14, 3<sup>rd</sup> December '15, 5<sup>th</sup> November '16, 11<sup>th</sup> November '17

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