



Nursery Manager: Mrs J Smith

Nursery 7

All school policies are applicable to all pupils, including those in the EYFS (Nursery and Kindergarten). "Nursery policies" make additional provision for children of that age

Complaints Procedure

The EYFS in Castle House School and Nursery uses the whole school complaints procedure (ISI A14)

In the first instance all complaints relating to Nursery should be brought to the Nursery Manager's attention, who will endeavour to resolve the nature of the complaint to the satisfaction of both parties.

Additional requirements apply for EYFS settings beyond those which apply to the main school. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted and ISI on request.

We make available details of how to contact Ofsted, and/or ISI, if parents believe the provider is not meeting the EYFS requirements. Telephone Ofsted – 0300 123 1231 or email ISI - concerns@isi.net

All other steps are as detailed in the school's complaints procedure.

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