



Kingsfield Nursery Complaints Policy

If you are concerned about any aspect of Kingsfield Nursery, including any staff issues, please contact the manager/Designated Safeguarding Lead (DSL) Mrs Trina Merry. Any complaints, written or otherwise, will be responded to within 14 days. If the complaint is against Mrs Merry, please contact the deputy DSL Mrs Lucy Needle, who will make a referral.

Mrs Trina Merry Tel. no. 07833 633578

Mrs Lucy Needle Tel. no. 07872 550367

Email: kingsfieldnursery@gmail.com

Kingsfield Nursery, Bodicote Village Hall, White Post Road, Bodicote, OX15 4BN

If you are still not satisfied and have further concerns, please contact your Local Authority Designated Officer - LADO

Service Manager: Jo Lloyd - LADO - Tel. no. 01865 810603

Email: lado.safeguardingchildren@oxfordshire.gov.uk

Ofsted Main Helpline: 0300 123 4666 - open Monday to Friday 08:00 to 17:00

Email: enquiries@ofsted.gov.uk

The advisor on the helpline desk will discuss your concerns with you and advise whether to make a complaint to Ofsted in writing, or suggest other ways to pursue your concerns.

You can write to:

The National Business Unit, Ofsted, 5th, 6th, 7th Floors, Piccadilly Street, Manchester, M12WD

Or fill in an online complaints form at <http://liveofsted.gov.uk/onlinecomplaints>