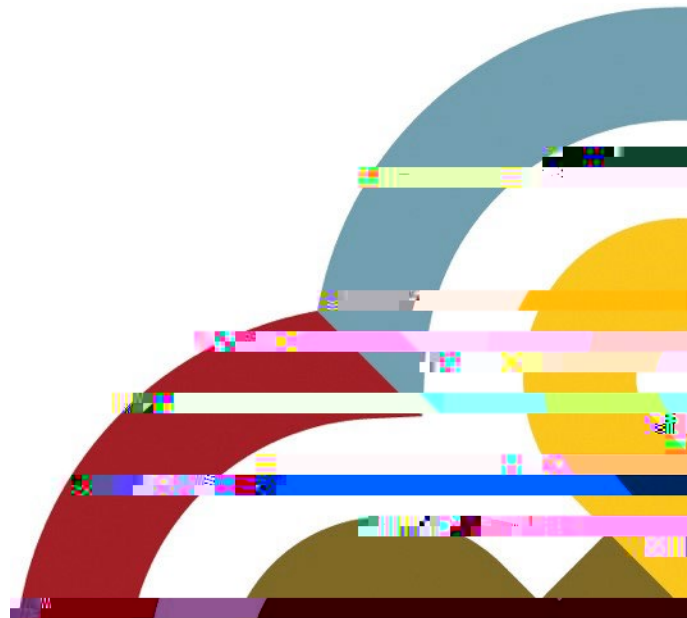




# **Bolton College Early Years & Pre-School Centre**

## **Complaints Policy 2024-25**



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<b>Programme / Business Area:</b>	Early Years, Student Services
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## 1. Introduction

The Early Years & Pre-School Centre aims to provide the highest quality education and care for all our children. If a parent / carer has a complaint we are happy to receive constructive criticism as this helps us provide a better service.

If you have something that you feel unhappy or worried about at the nursery (whether it's our practice, our facilities, our attitude or any aspect of the service we provide) we encourage you to speak to us about it.

You can ask to speak to the Nursery Manager, or the deputy Nursery Managers, who will listen and try and resolve the complaint informally for you.

If you feel that you can't do this for any reason or you have tried to resolve the issue informally but this hasn't been to your satisfaction, you can make a formal complaint by completing the College online form at <http://www.boltoncc.ac.uk/pub/complaint.php>