



The Windmill Sure Start Children's Centre

Concerns and Complaints Procedure

If you have any concerns regarding the quality of services or staff conduct at The Windmill Sure Start Children's Centre, please speak to a member of the children's centre team or the Centre Coordinator.

The Centre Coordinator is Mrs Tracey Quixley.

We are always available to listen to any concerns you may have and hope that you will feel able to approach us. We endeavour to work closely with parents and carers to ensure that each child's time with us is spent in a safe, happy and secure environment.

If, having spoken to the Centre Coordinator, you still feel your concern has not been adequately addressed you can arrange an appointment with the head teacher at Burstow Primary School.

The Headteacher is Mrs Elaine Hampson.

A copy of the Responding to Parents' Concerns Policy is available upon request.

Summer 2013