

## Complaints Procedure

I hope that you are happy with the service that I provide, but I appreciate there may be times when I am not offering you and your child(ren) the service that you require.

I hope that you will feel able to discuss any concerns or issues that you may have with me directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. I will notify the complainant of the outcome within 28 days of the receipt of the complaint. These records must be available to show an Ofsted Childcare Inspector if required.

Should you feel that you are unable to talk to me or that after talking the matter remains unresolved then you can talk in confidence to Ofsted. You should already have a copy of the Ofsted poster for parents which contains relevant telephone number and address.

Date policy was last reviewed	21/05/2016
This policy is due for review on the following date	21/11/2016

