



Complaints Procedure

We hope you are happy with the service we provide, and we provide an annual parent survey to capture feedback and help us to improve, but we appreciate there may be times when we may not be offering you and your child(ren) the service you require. We hope you will feel able to discuss any concerns or issues you may have with us 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.

If you feel that you are unable to talk to us we would ask that you please write down your complaint and send it to us. On receipt of your verbal or written complaint we will investigate the matter and respond to you within 28 days.

It is a requirement by Ofsted that all official complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to us or that after talking the matter remains unresolved then you can talk in confidence to:

Morton Michel (our insurance provider) on 0845 2570 900

Or

The City Early Years & Childcare Team on 01273 293495

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on 0300 123 1231 or visit www.ofsted.gov.uk/parents.

A copy of Ofsted's booklet Concerns and Complaints About Childcare Providers can be emailed to you on request.

If you have an allegation about a staff member rather than a complaint about our service then please let us know and we will direct you to the relevant policy (or you can find this on our website).

If you wish to discuss the contents of this policy further then please do not hesitate to contact us.

Original author and date created	Louise Adams, Director and Manager, January 2015
Date amended and author	Lyndsey Bedford. March 2018
Next review date unless practices change and update required.	March 2019