



### Complaints Procedure Policy

We hope that you are happy with the service that we provide, but we appreciate there may be times when we are not offering you and your child the service that you require.

We hope that you will feel able to discuss any concerns or issues that you may have with us directly. If you would rather not talk in front of your child 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, 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 put your complaint in writing, We will investigate the matter and reply to you within 28 days.