



Complaints policy

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 the service that you require. If this is the case, please remember that I am always willing and available to discuss an issue, no matter how insignificant it may seem. Just let me know and we will arrange a mutually convenient time for us to both meet and chat further, without any children present. Please remember, that this applies to me too, if I have any problems that I wish to raise about your child. Hopefully, this will resolve the matter and achieve a satisfactory outcome.

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 me or that after talking the matter remains unresolved then you can talk in confidence to:

OFSTED on 03001 231231.

EYDCP (Early Years Development and Childcare Partnership) main number on 01273 481000

Or Children's Information Service on 01273 293 545

However, I am confident that most things can be sorted out at an early stage between us both.

All complaints will be treated in the strictest confidence by all parties.

Lucy Madge
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