



Complaints procedure

Aim: I aim to work closely with parents to meet the needs of the children in my care.

If you are unhappy in any way with the service that I am providing and wish for this to be known, please bring it to my attention as soon as possible in the hope that we can resolve the issue as quickly as possible.

If you would prefer this in writing you may do so by letter or e-mail to Michellescrivener@hotmail.co.uk.

I will investigate all complaints and will notify the complainant in writing of the outcome within 14 days of the receipt of the complaint.

I will keep written records of all complaints and resolve for all parents/carers to view when requested. I will maintain confidentiality, however upon request I will provide Ofsted a copy of those records.

If you are still not satisfied that the complain is resolved and you feel that you cannot discuss this further with me, you can contact Ofsted on 08456 40 40 40. Information and guidelines are also available on the Ofsted website www.ofsted.gov.uk.