

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 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 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 me, or that after talking, the matter remains unresolved then you can put your complaint in writing, I will investigate the matter and reply to you within 28 days.

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on Tel: 0300 123 1231 or contact Ofsted at: Piccadilly Gate, Store Street, Manchester M1 2WD.

You can also talk in confidence to:

Morton Michel on: 0845 2570 117

Or

Local Early Years Team: 01904 554444- www.yorkchildrenscentres.org.uk

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