



## Complaints Policy

We want to assure you that we take our responsibilities to your child very seriously and that your child will be cared for in the correct manner.

We enjoy caring for children and hope that you are happy with the service we provide, however there may be occasions when you feel we are not providing you and your child the correct care you require.

If you should have a complaint we would hope that you feel able to discuss the matter with us, a convenient time can be arranged.

Any concerns raised will not only be dealt with seriously, but also effectively and in a confidential manner.

It is a requirement by Ofsted that all complaints are recorded with the outcome of the complaint and the action taken, all written records will be signed by the parent/s concerned and staff.