



Complaints Procedure

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(ren) 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(ren) 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.

We have a copy of Ofsted's 'concerns and complaints about childcare providers' which is available for you to read at any time.

The number to contact if you have any concerns and we are unable to resolve them is 03001231231

Or The South Gloucestershire Children and Young People Department
01454 868008