

Complaints Procedure:

I aim to provide an excellent service at all times, however sometimes you may feel that I am not doing this to the extent that you would like. I would appreciate it if you discuss any concerns with me first, in the hope that we can resolve any issues quickly and to the satisfaction of all concerned. We can discuss any concerns in confidence and at an appointed time when children are not present if you wish.

Complaints that have been made must be recorded, and the outcome and any actions taken logged. All records of complaints must be made available for Ofsted to examine at their next inspection. This is a requirement of registration.

In the event that you do not wish to discuss a complaint with me, for any reason, or you do not feel that the matter has been resolved to your own satisfaction, you can confidentially contact Trio Childcare Connections on **01793 849621**, or discuss the matter with my Childcare Development Worker, whose details are available through Trio.

Formal complaints can be made to the Ofsted Complaints and Investigations Unit on **08456 849621**.

Aardvark
Childcare

Signed:	Dated:	Review Date:
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