

Complaints Procedure

While I strive to provide the highest level of service, I understand that there may be occasions when the care provided does not meet your expectations or needs.

I encourage open communication and hope you feel comfortable discussing any concerns or issues directly with me. If you would prefer not to speak in front of your child, we can arrange a more convenient time, such as over the weekend or in the privacy of the on-site office.

As required by Ofsted, all complaints are recorded, including the outcome and any actions taken. These records are available for inspection by Ofsted, if requested.

If you feel that your concern remains unresolved or if you are unable to discuss the matter with me directly, you may contact the Ofsted Complaints and Investigation Unit in confidence at 0300 1234 234 or via email at enquiries@ofsted.gov.uk.