



### Complaints Procedure:

If you have any cause for complaint you should, in the first instance, take it up with the Manager:

**Mr Graham Begley**

The matter will be entered on a 'Provider complaints record'. The matter will be thoroughly investigated and all actions will be recorded together with a resolution.

The officer in charge will have a conclusion for the complaint within 3 weeks. If the matter cannot be resolved to your satisfaction then you have the right to raise the matter with Ofsted. They can be contacted online via:

**<https://contact.ofsted.gov.uk/onlinecomplaints>**

or at the following address:

**Ofsted (Childcare)  
The National Business Unit  
OFSTED  
Piccadilly Gate  
Store street  
Manchester  
M1 2WD  
TEL: 0300 123 1231S**