

# Seedlings Kindergarten

## Complaints Policy and Procedure

We will endeavour at all times to offer a quality childcare provision and we hope you are happy with the service that we provide. However, if you have any concerns or issues please let us know as soon as possible. We are available to contact by telephone and email and would also be happy to meet to discuss any concerns. We request that this type of discussion does not take place in front of your child or the other children.

If you feel that you are unable to talk to us or that if after talking the matter remains unresolved, then you can talk in confidence to:

**The National Childminding Association on: 0800 169 4486**

If you wish to make a formal complaint then you can contact:

**Ofsted Complaints and Investigation Unit on: 0300 123 1231**

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be made available to show an Ofsted Childcare Inspector if required.

Seedlings Complaints Policy is issued to all families as part of the registration process. It is also available on request.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement) a complaint can be submitted directly to us.

