

Complaints Procedure

I aim to provide a quality childcare service. I hope that you will feel comfortable enough to discuss any concerns or issues that you may have with me directly should my service fall short of your expectations. Often a concern is a simple misunderstanding that can easily be resolved. If you would rather not discuss matters in front of your child(ren) then we can arrange a more convenient time to talk, 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. I have a complaints logbook for this purpose. Should you have any complaints or concerns (however minor) I will record them in my logbook and ask you read and sign the entry. These records must be available to show an Ofsted Inspector if required.

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

- Katherine Shaw
Lambeth Early Years Quality Improvement Lead
kshaw2@lambeth.gov.uk
M: 07908119631
Education, Learning and Skills
First Floor, Lambeth Civic Centre
6 Brixton Hill
SW2 1EG
- Coram PACEY (Professional Association for Childcare and Early Years)
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- Ofsted
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Khadiia Doucare