

## Complaints and Compliments Policy

If you are happy with the service I provide for you and your family it would be lovely if you could take the time and write down what you like about it so I can show new parents when they come to visit. It will also be available to show OFSTED inspectors when they make their inspections.

But if you find that you are unhappy with any aspect of my service please bring it to my attention as soon as you can and I will make every effort to resolve the issue. I hope you would feel comfortable enough to talk to me but if not you could write it down or email me. I have a complaints and compliments book where I would record the complaint.

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

If you feel you are unable to talk to me then you can talk in confidence to:

PACEY 0845 880 0044 (for advice)

OFSTED 0300 123 1231