



COMPLAINTS PROCEDURE

No one is perfect

If you are dissatisfied with our staff or our service and wish to complain, we would like to know

Please tell any member of our senior management team (see list below) and we will arrange a private meeting at a mutually convenient time to discuss the matter

Management Team:
Christine King - Proprietor
Gemma Grace - Manager
Melissa Toft - Deputy Manger

We will endeavour to deal swiftly with any problems that are brought to our attention and aim to provide you with a written response within 28 days

You will be informed of the outcome of our investigation into the matter and the steps taken to reduce the chance of similar problems occurring in the future

If you wish to complain directly to Ofsted, - The address is
The National Business Unit
OFSTED,
Piccadilly Gate,
Store Street,
Manchester, M1 2WD.
Tel: 0300 123 1231
Email: enquires@ofsted.gov.uk

If you have a complaint about data protection you may contact the Information Commissioners Office (ICO) - The address is
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
[Www.ico.org.uk](http://www.ico.org.uk)