



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:
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)**