**Complaints Procedure**

* As soon as a complaint is made the supervisor should be informed.
* A complaints record should be filled in.
* The supervisor will assess what action needs to be taken next and which if any outside agencies need to be informed.
* The complainant will be given a copy of the complaints record with a written report containing more detail (if requested) within 28 days of the complaint.
* All parents/carers of the setting will be informed of the complaint and action taken, and any outcomes within 28 days of the complaint.
* Appropriate confidentiality must be maintained at ALL times.
* Should any complainant feel they would rather not discuss the complaint with staff they should contact;-

**Children and Younger Adults**

**Early Years**

**County Hall**

**Matlock**

**Derbyshire**

**DE4 3AG**

**01629 580000**

**OR**

**OFSTED**

**Picadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**0300 123 1231**