



Complaints Procedure



- If you are not happy with any aspect of the care that your child is receiving than please talk to me.
- If you would rather not talk in front of the child than we can arrange to meet at a more convenient time, probably an evening.
- I will record all complaints and the actions taken to resolve them, within three days.
- If you need advice about how to proceed. You could phone Bucks Family Information service (BFIS) on 08456884944 or email them at familyinfo@buckscc.gov.uk
- If you feel that you are unable to talk to me or that after talking the matter has not been resolved, then you can report any concerns in writing or by telephone or e-mail to my network Co-ordinator:

Laraine Spragg
Community Childminding Services Coordinator
BCCN
PO Box 1109,
High Wycombe
HP12 4WU
01494 438252
laraine.spragg@ncma.org.uk

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit in writing or by phone:

- The National Business Unit
Ofsted
The Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

03001231231

