

Making a complaint

Who can complain?

If you are a parent/carer of New Forest Child Care CIC and you are dissatisfied with any of the services provided, you have the right to complain.

Making a complaint

You can ask a friend, relative, or anyone you choose to help. They can:

- advise you
- help you put your complaint in writing
- come with you to meetings and speak for you if you wish

The complaints procedure has 3 stages:

Stage One 1

We would like to try and resolve the complaint informally through face to face discussions with the Manager.

Stage Two

If you are not satisfied with the response you have received you can take your complaint further, to the Director who will try to resolve the problem. The Director is:

Helen Archer

New Forest Child Care CIC

46 Long Copse

Holbury SO45 2LD

The Director will acknowledge your complaint within three working days, and will respond with the outcome of the investigation within a further 15 working days.

Stage Three

You can contact Ofsted directly if you aren't satisfied with the outcome from our process, however we would like to point out that at any time you can contact Ofsted with your complaint. To do this write to:

Ofsted

National Business Unit

Piccadilly Gate

Store Street

Manchester,

M1 2WD

Helpline: 0300 123 1231

Website: www.ofsted.gov.uk/parents