

## **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**

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.

Complaints that are not related to the Direct Care of your Child should be directed to either Director at:

**Helen Archer/Sarah Whitman - 02380 893244**

New Forest Child Care CIC

Greenwood, 46 Long Copse, Holbury, Southampton SO45 2LD

The Director will acknowledge your complaint within 3 working days and will respond with the outcome of the investigation within a further 15 working days.

### **Stage Three**

You can contact Ofsted if your complaint relates to the level of care you have received for your child/children and if you aren't satisfied with the outcome from our process, we would like to point out that you could contact Ofsted at any time with a childcare related 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](http://www.ofsted.gov.uk/parents)**