



Policy for Comments, Compliments and Complaints

We are constantly striving to provide the best possible service and improve it. Please share with us any concerns you have as it is much easier to address them at the early stages.

We have an open surgery once a week where we can discuss your child's development and any concerns you may have.

If you need to discuss anything urgently then please call us the night before your child is due in or send a note in with the child in the morning. Please refrain from talking too much over the child's head in the morning at drop off, thank you. You can write me an email or arrange a phone conversation. We would always prefer to speak to you in person wherever possible.

We hope all your concerns will be resolved following a discussion.

If a meeting is required to discuss a complaint please feel free to bring a third party with you. We would be happy to provide a mediating service if required.

You can also raise your concerns by contacting Ofsted (please refer to the poster in the setting) or Katie Koblak (Childminding Improvement Officer at Wealden Council) mobile: 07912 786255.