

**EMBSAY**  
children's  
**CENTRE**



## **Complaints Procedure**

Embsay Children's Centre considers the protection, safety, education and well-being of children in its care to be a major priority and responsibility.

If you should have any cause for concern you should in the first instance talk to Caroline (principal) and if necessary put your concerns in writing. We will investigate all concerns and relay the results of investigation to you within 28 days. We will keep a written record of all complaints written or verbal, a note the national standard to which the complaint relates, any action taken, and the outcome of any investigation. This will be posted in the 'complaints records file' which is attached to the notice board.

These records will be retained for ten years.

If the matter cannot be resolved to your satisfaction you should contact:

Office for Standards in Education (Ofsed) Northern Region

Royal Exchange Buildings  
St Ann's Square Manchester  
M2 7LA