



Complaints Procedure

If any parent/carer should have cause for complaint they should, in the first instant, take it up with the setting manager.

If the matter cannot be resolved to their satisfaction then they have the right to raise the matter in writing with:

Gary Cambell-Smith
Baby Ducks
C/O Kids Dreams
57 High Street
Shoreham-by-Sea
West Sussex
BN43 5DE

Or send an e-mail to babyducks@sky.com addressed to Gary Cambell Smith.

All complaints will be recorded by the person dealing with the problem and the parent/carer will receive a written response from the company within 28 days detailing the findings and any actions taken as a result.

A summary of the record of complaint would be made available to any parent/carer who requests it. This record will also be available to OFSTED. All complaints records will be kept for 10 years.

If a parent/carer feels that their complaint has not been resolved to their satisfaction then they may contact:

The Inspection Unit
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 4666
Email : enquiries@ofsted.gov.uk