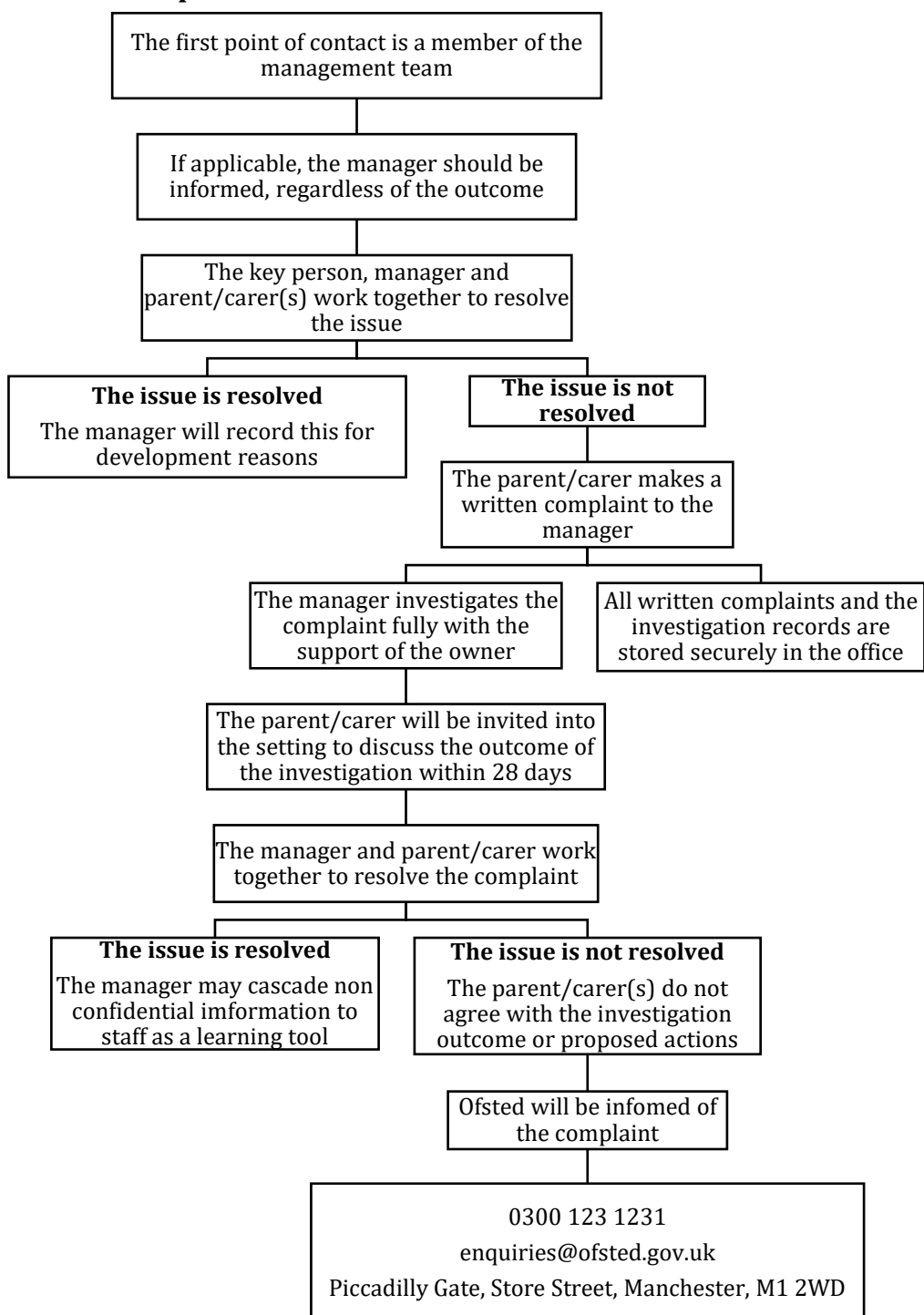


# Complaints

## How to make a complaint



## The role of Ofsted

- Parents may approach Ofsted directly at any stage of the complaints procedure.
- Where there seems to be a possible breach of the setting's registration requirement, it is essential to involve Ofsted.
- These details are displayed for the parents to see.
- In these cases, both the parent and the setting are informed and the setting manager works with Ofsted to ensure a proper investigation of the complaint, followed by appropriate action.