

Complaints Procedure

At The Den we aim to provide you with the best possible service we can deliver. However, if there is an area where you are dissatisfied, please tell us. Unless we know we are unable to put it right. In the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

In the event of you not being satisfied then:

1. Approach or make an appointment with Anna Griffin, who will complete a complaints record and deal with the issue as soon as possible. You will be provided with written account of any action taken within 28 days.
2. If you are unhappy with the outcome of this or you have a Child Protection/Safeguarding concern then contact:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone 0300 1231231 or 0300 1234666

This policy was adopted by: The Den	Date: 01.09.20
To be reviewed: 01/09/2021	Signed: AGriffin