



Complaints

In the unlikely event you feel the need to make a complaint, please speak to us first so that we can address and resolve the issue through our Complaints Policy. A copy is available in our Policies and Procedures folder and on our website: www.readysteadygrowpreschool.co.uk

If you remain dissatisfied after following our complaints procedure, or you have concerns that the pre-school may not be meeting its registration or Early Years Foundation Stage (EYFS) requirements, you can contact Ofsted. Ofsted cannot resolve individual disputes between parents and providers, but it can consider whether a registered childcare provider is meeting the requirements of registration.

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 4666 Email: enquiries@ofsted.gov.uk

If you think a child is at risk, contact the relevant local authority children's social care service or the police on 101. If a child is in immediate danger, call 999. Complaints that indicate a safeguarding concern are dealt with immediately under our Safeguarding and Child Protection Policy and Bromley Safeguarding Children Partnership procedures.