 Complaints

Tim Tin is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is the hope of Tim Tin that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome concerns will be dealt with in the following way.

Initial concerns may be raised with the manager. It is hoped that such concerns will be resolved at this stage. However, if you feel this is not the case, a written complaint should be put to the chairperson / manager, who will aim to resolve the concern within 5 days. If the concern still remains unresolved there will be a meeting between you and the manager / chairperson. You may enter this procedure at any stage, depending on the seriousness of your concerns.

Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED

Applications, Regulatory and Contact (ARC) Team

 Piccadilly Gate

 Store Street

 MANCHESTER

 M1 2WD

Or email: enquiries@ofsted.gov.uk

Again, you may approach Ofsted directly at any point with your concern.

In addition, where it is deemed that there is a breach of the setting’s registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has duty to ensure the National standards for day care are met.

The full complaints policy is available for parents on request.