

## **Beechwood Childcare Limited**

### **Complaints Procedure**

Should anyone have any concerns regarding the service provided by Beechwood Childcare Limited, they should discuss the matter in the first instance with the Officer in Charge / or supervisor of the setting in questions. If there is no satisfactory response, the concern should be escalated by writing to Assistant General Manager or General Manager.

If concerns are still unresolved, you can contact the Directors: - Craig Price or Janette Price at any of Beechwood Childcare Limited's settings.

Children's Information Services are also available to give advice in any matter that continues to cause concern.

There is a poster in each setting with Ofsted Complaints information should you wish to proceed with any issues / concerns.