

**Complaints procedure**

The aim of *Language Garden* is to work in close partnership with all parents, to meet the needs of their children. If at any time you are not happy with the service we are offering to you or your child, we hope you feel able to discuss your concern with a teacher or the director.

An appointment can be made to discuss the issue and hopefully settle the matter through frank and open discussion. Any concerns raised will be dealt with seriously and in confidence.

*Language Garden* will always take complaints very seriously, investigate them carefully and professionally and provide parents with an account of the findings of the investigation within 28 days of receiving their complaint. We will tell parents about any action taken, and parents can request confirmation by writing or email. We will keep records of all complaints, the discussion, and any agreement reached.

All written records are signed by the parent(s) and Anja Ashton, director of *Language Garden.*

If matters can’t be resolved with Language Garden and parents wish to make a formal complaint to Ofsted, they can contact the Ofsted on 0300 1231231. Our Ofsted registration number is EY562437.

On request, registered providers like us must provide Ofsted with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of complaints should be kept for at least three years.