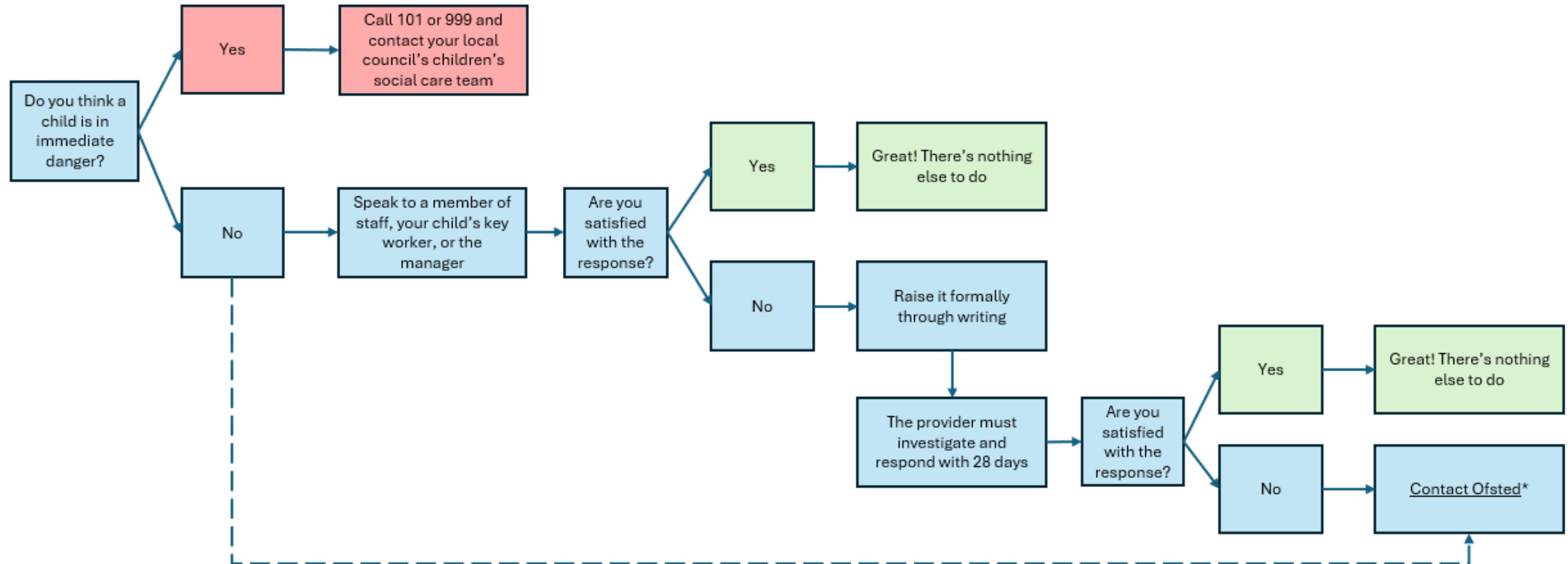




How parents or carers can make a complaint

If you are unhappy with the service of a provider and want to make a complaint about something like fees, communication, or service quality, it's important you know what to do. Your provider should share their process with you but below summarises the steps to take.



It is recommended that you speak to the provider first, but you can go directly to Ofsted if you think appropriate.

Ofsted cannot resolve disputes between you and the provider; their role is to make sure the provider is following all the [registration requirements](#) in order to meet the statutory requirements of the [early years foundation stage](#) (EYFS) framework.