Alison's Childcare

53 Harewood Road, Isleworth TW7 5HN
07973 170584

Complaint Form

I want every family to be happy with the care their child receives. If something isn't right, please tell me. Most concerns can be sorted out with a chat, but you can also use this form to make a complaint in writing. Please fill it in and hand it to me, post it, or email a photo of it.

Your details

Your name

Child's name

Phone

Email

When did it happen? (if a particular day)

How would you like me to contact you?

☐ Email ☐ Phone ☐ In person

Your complaint

Please tell me what happened, or what you are unhappy about.

Your complaint (continued)

What would you like to happen?

Tell me how you would like this to be put right.

Signed _____ **Date** _____

What happens next

- I will acknowledge your complaint within 48 hours.
- I will look into it fairly and in confidence, and aim to resolve it within 10 working days.
- I will let you know the outcome in writing, and keep a record of your complaint.
- If you are not happy with the outcome, you can appeal in writing.

Return this form to: Alison, Alison's Childcare, 53 Harewood Road, Isleworth TW7 5HN · alison.appannah77@outlook.com · 07973 170584