



Complaints Procedure

Bumble & Bloom Childcare | 66 High St, Egham TW20 9EY | July 2026

We aim to provide high-quality care and service. If parents or carers have any concerns, we encourage them to raise them so we can resolve them quickly and fairly.

Informal resolution

- Most concerns can be resolved by speaking with the registered childminder directly.
- We welcome feedback and will listen carefully and respond promptly.

Formal complaint

- If a concern cannot be resolved informally, parents may make a formal complaint in writing.
- A written complaint is acknowledged within 48 hours.
- A full response is provided within 28 days.

Investigation

- Complaints are investigated impartially and confidentially.
- Relevant records and information are reviewed.
- We may seek advice from relevant agencies if appropriate.

Escalation

- If a parent is not satisfied with the outcome, they may contact Suffolk Childcare Agency (SCA), our registering childminder agency.
- Suffolk Childcare Agency contact details are displayed on the setting's noticeboard and shared with parents on request.
- Website: scachildcare.co.uk

Records

- All complaints and their outcomes are recorded and kept securely.
- Complaint records are made available to Suffolk Childcare Agency on request.

Review

- This procedure is reviewed annually.

This policy is reviewed at least annually. Parents are welcome to request a copy at any time.