

2 Rivergate  
Temple Quay  
Bristol  
BS1 6EH

T 0300 123 1231  
**Textphone** 0161 618 8524  
[xxxxxxxx@xxxxxx.xxx.xx](mailto:xxxxxxxx@xxxxxx.xxx.xx)  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**Direct T** 0300 013 1249  
[xxxxxxxxxxxxxxxxxxxx@xxxxxx.xxx.xx](mailto:xxxxxxxxxxxxxxxxxxxx@xxxxxx.xxx.xx)



7 July 2016

Ms Judy Reddy  
sent via email  
request-343921-  
xxxxxxxx@xxxxxxxxxxxxxxxxxxx.xxx

Our Ref: CAS-360151-8TK6RZ

Dear Ms Reddy,

### **Your request for information**

Thank you for your email of 5 July 2016 sent to our [informationrequest@ofsted](mailto:informationrequest@ofsted) mailbox in which you requested the following information:

- how many complaints and concerns you have received in each of the last two years about: 1. Childminders and home childcarers 2. Pre school nurseries 3. Childminding agencies.
- What procedure(s) are used to deal with complaints and concerns?
- What was the outcome of these complaints and concerns statistically?
- How are complainants notified about outcomes?

We will consider your request under the Freedom of Information (FOI) Act 2000 and any other legislation that may apply.

Should there be any problems or difficulties in processing your request, we will be in touch with you again shortly. Otherwise, we will respond to your request within 20 working days from the date we received it, as required by the Act.

This should be by 2 August 2016; however, if we can respond sooner we will do so.

If you have any queries or concerns about the content of this letter, please do not hesitate to contact me.

Yours sincerely

Sally Telford  
Information Delivery Co-ordinator  
Information Management Team