**Complain about Ofsted**

 [Complaints procedure - Ofsted - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure#complain-about-ofsted)

We welcome comments and suggestions about our work, using feedback to improve what we do and how our representatives carry out their roles. If you complain to us, we will:

* deal with your complaint fairly, thoroughly, and efficiently.
* acknowledge if we have made a mistake and take steps to put matters right.
* learn from complaints to improve the way we work.

**Ofsted: What to expect from us**

You will receive a formal acknowledgement from Ofsted when we receive your complaint. This will confirm when we aim to respond to your complaint and who to contact if you have any queries. If we receive multiple complaints about the same issue, we may consider these together and provide a single response.

We will provide a written response to your complaint as quickly as possible, and normally within 30 working days of receipt of your complaint.

The response will link together similar issues for conciseness and clarity, and will provide a conclusion on whether each main aspect of your complaint has been upheld. If it has not been possible to reach a firm decision on an issue, we will explain the reasons for this. The response will also include an explanation of any steps that we will take as a result of your complaint.

If we withheld publication of an inspection report while considering your complaint, we will normally publish the report soon after sending you the response letter.

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**The process for those we have inspected recently.**

**In most cases**, if we have recently inspected your provision, you can raise any concerns when commenting on the draft inspection report. We will only accept complaints about an inspection from the most senior leader in your provision, or the individual named in the inspection report as the responsible person (or their representative)

**The process for all others**

If you are complaining about a regulatory event or a joint inspection we have carried out with other agencies, you should submit your online complaint within 5 working days of either:

* the outcome being published (if there is one)
* the regulatory event (if there is no published outcome)

If you are complaining about anything else (such as the conduct of an Ofsted representative), you should submit your online complaint within 5 working days following the incident of concern.

We will not normally consider any complaint submitted after these deadlines.

**Step 2: Making a formal complaint.**

If your concerns about Ofsted’s work have not been resolved informally as set out in Step 1, you can [raise a formal complaint using our online form](https://contact.ofsted.gov.uk/online-complaints-ofsted).

**Step 1: Resolving concerns quickly and informally.**