



Complaints Policy

As a registered childminder I aim to work in close partnership with all parents, to meet the needs of their children.

If there is any aspect of my service you are not happy with please bring it to my attention and I will make every effort to resolve the issue through frank and open discussion. If you would rather not talk in front of your child, we can arrange a more convenient time, for example in the evening or at the weekend. You can put the complaint to me verbally or, if you prefer, formally in writing or by email.

It is a condition of my registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and I will notify the complainant of the outcome within 28 days of the receipt of the complaint.

I will keep a written record of all complaints and their outcome for at least three years.

I will maintain confidentiality but will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

I will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me you should contact the Ofsted Complaints and Investigation Unit on 0300 123 1231 (calls can be made confidentially), or write to:

OFSTED, Complaints, Picadilly Gate, Store Street, Manchester M1 2WD

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on the Ofsted website – ofsted.gov.uk – and provides guidance on the complainant's right to contact Ofsted.