As a registered childminder, I aim to work in close partnership with all parents to meet the needs of their children. However, if there is any aspect of my service that does not meet your expectations, I am happy to discuss this with you. If you feel comfortable communicating this verbally, we can hopefully resolve the issue right away. If you would prefer to make a complaint in writing, you can send this to my email address [sweetpeasnorfolkcc@outlook.com](mailto:sweetpeasnorfolkcc@outlook.com) or by post oak cottage, Wolterton hall, NR11 7LY . Our Complaints Policy is issued to all families as part of the registration process. It is also available sweetpeaschildcarenorfolk.co.uk or upon request in printed format.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Grace Plunkett-Hall or Ofsted at enquiries@ofsted.gov.uk or 0300 123 4666.

It is a condition of my registration to investigate all written complaints relating to the safeguarding and welfare requirements of the EYFS. I will notify the complainant of the outcome within 28 days of receipt of the complaint. It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken.

**I will record the following information:**

* the name of the person making the complaint
* the EYFS requirement to which the complaint relates
* the nature of the complaint
* the date/time of the complaint
* any action taken in response to the complaint
* the outcome of the complaint investigation
* details of the information and findings that were given to the person making the complaint, including any action taken

If we cannot resolve an issue between ourselves and you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on 0300 123 4666 or you can email them at [enquiries@ofstead.gov.uk](mailto:enquiries@ofstead.gov.uk) .

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