



## **Complaints Procedure**

**My aim is to work in close partnership with all parents, to meet the needs of their children.**

If at any time you are not happy with the service I am offering you or your child, I hope you feel able to discuss your concern with me directly.

An appointment can be made to discuss the issue and hopefully settle the matter through frank and open discussion. Any concerns raised will not only be dealt with seriously, but also effectively and in a confidential manner.

Depending on the nature of the complaint, I will either investigate it myself or ask Ofsted to investigate. I will provide you with an account of the findings of the investigation within 28 days of receiving your complaint. I will tell you about any action taken, and you can request confirmation by writing or email. I will keep records of all complaints, the discussion and any agreements reached.

If however you do not feel that appropriate action is being taken to remedy the situation or you are not comfortable approaching me in person, you can contact your local "Early Years Childminding Team" to have the situation resolved.

If you wish to make a formal complaint you can contact the Ofsted Complaints and Investigation Unit. Tel: 0300 123 1231

All written records are signed by the parent(s) and the childminder.

These are available to show an Ofsted Childcare Inspector if required.

Specific legal requirements relating to the national standards for childminding

Registered providers must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action, which was taken as a result of each complaint.

The record of complaints should be kept for at least three years.