

Policy statement: Complaints

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

If there is any aspect of our service you are not happy with, we ask that you please bring it to our attention. After establishing the complaint whether verbally or in writing, every effort will be made to resolve the issue through frank and open discussion.

We have a mandatory duty to investigate all complaints relating to the national standards for Childminding.

Depending on the nature of the complaint, we will investigate it ourselves or it will be passed on to Ofsted, to investigate. Complaints will be treated sensitively. You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

We will keep a written record of all complaints, recording the following:

- Name of person making the complaint.
- The national standard(s) to which the complaint relates.
- Nature of the complaint.
- Date and time of the complaint.
- 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 (which should have been provided to them within 28 days), including any action taken.
- A summary of the complaint to provide on request to any parent of a child for whom we act as a Childminder and Ofsted.

Our records of any such complaints will be kept for 10 years (including all relevant, and connective correspondence).