

Complaints and Concerns Procedure

As a registered childminder, I aim to work in close partnership with all parents to meet the needs of their children. I would hope that if there was any aspect of my services you were not happy you would bring them to my attention. This would probably be verbally and every effort will be made to resolve the issue through frank and open discussion.

If you prefer, you can put the complaint formally in writing or email [gemdan61@yahoo.co.uk] to me. I have a mandatory duty to investigate all complaints relating to the EYFS for childminding. Depending on the nature of the complaint, I will investigate it myself or it will be passed on to Ofsted to investigate. For impartial advice, you can call the Pacey information line [03000030005]. 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.

I use the provider complaints record which is available on the Ofsted website at www.ofsted.gov.uk to record any complaints. I will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. I will record the following;

1. Name of the person making the complaint.
2. The national standards/EYFS to which the complaint relates.
3. Nature of the complaint.
4. Date and time of the complaint.
5. Action taken in response to the complaint.
6. The outcome of the complaint investigation [e.g. ways the service has improved]
7. 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.

I will also keep a summary of the complaint to provide on request to any parent of a child for whom I act as a childminder and Ofsted. This summary will not include the name of the person making the complaint. Records will be kept for 10 years. If the complaint cannot be resolved or if the complaint is of a serious nature and you feel that you cannot discuss it with me you should contact Ofsted on 03001231231.