

Complaints Policy

Communication is such an important part for us to be able to work together and for me to provide the type of care you require for your child. Working in partnership with each will build a good working relationship between us. Please discuss any concerns or issues that you may have with me directly. I prefer to deal with lots of little issues rather than letting things build up and the possibility of things going wrong. I will always be happy to oblige where possible and meet your requirements within reason. We can arrange a convenient time to have a discussion away from the children to try and resolve any issues.

If you make a written complaint I will investigate it within 28 days as required by Ofsted. I will also inform you of my outcomes.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records will be available to show an Ofsted Childcare Inspector if required.

If you wish to make a formal complaint that is of a serious nature and cannot be resolved then you can contact the Ofsted Complaints and Investigation Unit on **03001234666** or **0300 1231231**.

Email – **enquires@ofsted.gov.uk**

Or you can write to them at: **Ofsted Piccadilly Gate, Store Street, Manchester, M1 2WD**

All complaints and the outcomes will be kept for 3 years and available for parents and Ofsted to see on request.

The Ofsted contact information is also displayed in my porch and Yellow folder.

Childminder's signature: _____ Date: _____

