

## Complaints Procedure

As a registered childminder I aim to work in close partnership with all parents to meet the needs of their children. I hope that you are happy with the service that I provide, but I appreciate there may be times when I am not offering you and your child(ren) the service that you require. Maintaining good communication between both parties will aid this. I expect that parents will immediately bring to my attention any aspect of my service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to me verbally, or in writing. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend. If you feel that you are unable to talk to me or that after talking the matter remains unresolved then you can talk in confidence to:

- The National Childminding Association on 0208 464 6164
- West Sussex Family Information Service on 01243 777807

It is a condition of my registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and I will notify the complainant of the outcome within 28 days of the receipt of the complaint.

I display Ofsted's poster for parents which introduces Ofsted's childcare responsibilities and gives Ofsted contact details.

### Procedure (how I will put the statement into practice)

I will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days.

I will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but, as required, I will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

I will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any 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, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me please contact Ofsted on 03001 231231.

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on the [Ofsted website](#) and provides guidance on the complainant's right to contact Ofsted.

### This policy supports the following requirements and standards:

#### England

Meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements

#### Information and Records, Complaints

Providers must put in place a written procedure for dealing with concerns and complaints from parents and must keep a written record of any complaints and their outcome. Childminders are not required to have a written procedure for handling complaints but must keep a record of any complaints they receive and their outcome.

Providers must make available to parents and or carers details about how to contact Ofsted