

Policy- Complaints

As a registered childminder all I want is the best for your child/children and for you the parent/legal guardian to be 100% satisfied with the service that I am providing. I want to keep your child as safe as I can and to stop and prevent any harm coming to them. I aim to work in close partnership with you to make sure I am achieving this. Ofsted have a requirement that all complaints made are logged, and also any action taken. Confidentiality will be maintained as much as possible however on request by Ofsted these have to be provided.

However, if you feel that I am providing a service that you or your child are not happy with and want to make a complaint then I would encourage you to please discuss these issues with me first, either in person or in writing (if written I have 28 days to respond.) We will then discuss what I can do in response to the complaint in a constructive way. If you are not happy with the conclusion I have to come to or what do to going forward then please take it further to Ofsted themselves. I do understand that in any serious natures or serious concerns that you may not feel you can discuss with myself then you should contact Ofsted on their complaints and investigation unit straight away. Their details are below:-

Phone:- 0300 123 1231

Address:- The National Business Unit, Ofsted, Picadilly Gate, Store Street, Manchester M1 2WD.

There is an Ofsted poster which states all the responsibilities of a childminder and this has to be kept on display whenever the business is running. If and when a complaint is made there are certain things that need to be logged:-

- Source of complaint. I will need to record the full name of the person making the complaint, however if it has gone straight to Ofsted I will put Ofsted in this part and the complaint number if known.
- Nature of complaint. This record only needs to be recorded on two occasions. This is if the complaint is referring to the EYFS (Early Years Foundation Stage), or the requirements of the childcare register. This must contain the legal requirement that the complaint is referring to.
- How was it dealt with? This must include details of how I investigated the complaint, and therefore need to record certain things. Firstly the process that I took. What I did to ensure there was a full and thorough investigation, for example interviews, reviewing records or aims, making records of conversations held. Also who was involved in the investigation, whether it maybe an assistant or myself. And then any referrals I may have made. For example to an external agency like safeguarding children board, or any environmental health departments.
- Actions and Outcomes. Any actions that we will be working with that were identified by me. Any actions that have come from any external agencies or Ofsted themselves, and the overall outcome the investigation. This also includes me identifying any areas where I feel I have room for improvement.

