



## Complaints Procedure

As a registered childminder I aim to work in close partnership with all parents/carers, to meet the needs of their children.

If there is any aspect of my service that you are not happy with then please bring it to my attention verbally and I will make every effort to resolve the issue as promptly as possible through open discussion.

Often complaints can arise from misunderstandings and a breakdown in communication between the parent/carer and the childminder. I encourage all parents/carers to bring any suggestions for improvements to me that they feel could be made to how we communicate with each other.

If you feel that your concerns are significant or that they remain following investigation through the informal method, then you may put your concerns in writing or by email to me at [email address to be confirmed and inserted here]. I have a mandatory duty to investigate all complaints relating to the EYFS Welfare Requirements for childminding. I am therefore obliged to record this complaint, investigate and respond in writing to you within 28 days.

I will keep written records of all complaints, their outcome and the action taken as a result of each complaint for at least two years and they will remain confidential unless an Ofsted inspector asks to see them.

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.

Other parents who use the setting are also entitled to request information about any complaints received and I would then provide a summary of the complaint and outcome with all personal information removed) in order to be able to inform other parents should they ask.

If the complaint cannot be resolved, or if the complaint is of a serious nature and you feel you cannot discuss it with me then for impartial advice you can talk in confidence to:

- The Professional Association for Childcare and Early Years (PACEY)  
on 0300 003 0005

If you wish to make a formal complaint then you should contact Ofsted on 0300 123 1231.

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Childminder's name: Nina Holloway

Childminder's signature:

Date policy was written: 3 February 2016

This policy is due for review on the following date: 2 February 2017