

## COMPLAINTS POLICY

### Policy Statement

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

If there is any aspect of my service you are not happy with please bring it 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 in formally in writing or by e-mail to me.

I have a mandatory duty to investigate all complaints relating to the Early Years Foundation Stage in connection with childminding.

Depending on the nature of the complaint, I will investigate it myself or it will be passed on to Ofsted for investigation. For impartial advice, you can Pacey information line on 0800 1694486. 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 display Ofsted's poster for parents which introduces Ofsted's responsibilities and gives Ofsted's contact details.

### Policy Procedure

If I receive a formal written complaint, I will investigate it myself or it will be passed on to Ofsted within 14 days that a complaint has been made. I will keep a 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 keep a written record of all complaints, recording the following:

Name of person making the complaint

The area of the early years foundation stage to which the complaint relates

Nature of the complaint

Date and time of the complaint

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 (which should have been provided to them within 28 days) 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 you should contact Ofsted on 0300 1231231.

Mrs Beverley Flockton  
Auntie Bev's Childminding  
Reviewed September 2014