

## Complaints Policy

January 2009

I believe that good communication with you is vital for your child to remain happy in my care. Consequently, the contract of service will be drawn up on acceptance of a place, so that exact needs for the child can be discussed and documented. The contract will be reviewed six-monthly or earlier if the need arises.

On a daily basis you will have an opportunity to exchange information about your child. If you request, you will also be given written information about the child's day e.g. activities participated in, food and drink, sleep and other notes of importance e.g. with regards development.

Please also feel able to approach and speak to me straight away if you have any concerns or feedback about my service and encourage your child to do the same where appropriate. I will also talk to you immediately if any concerns arise on my part. This may mean that any problems can be remedied in a friendly and open way as soon as they arise. The simple solution may be found merely by returning to the original contract and amending it if necessary. All concerns will be logged and dealt with sensitively and confidentially.

### Formal Complaints

If, having discussed your concern with me, you feel that the issue has not been resolved, please let me know. We can then discuss this issue further. If after further discussions, you still feel the same way, then you may need to make a formal complaint to me in writing or by e-mail.

If you make a formal complaint to me, I am required by law to investigate the complaint fully. I will provide you with a written outcome of the findings of the investigation within 28 days of receiving the complaint. I will tell you about any action I intend to take as a result of the findings and you can request written confirmation of this action in writing or by e-mail. I will keep a record of all complaints and share appropriate information from that record with you if requested.

### **What you should do next if you are not satisfied**

If you are not satisfied with the response to the formal complaint or your complaint relates to an issue that you feel you are unable to discuss with me e.g. a child protection concern, then you need to take further action.

If your concern is one relating to my registration as a childminder, contact **OFSTED Early Years Complaints Line on 08456 40 40 40**. (N.B. OFSTED will not investigate complaints relating to disputes over employment matters, contracts or payments.)

If you are making a complaint because you are not happy with my investigation or outcome, it is best to write to OFSTED (use above number to find address) enclosing a copy of the original complaint, the findings and action proposed or taken and state the reasons why you are not satisfied. You should also telephone the **OFSTED Early Years Complaints Line on 08456 40 40 40** immediately if you have a child protection concern.