



Complaints Policy

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 would you 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 formally in writing or by email to me (rach.wiggins@googlemail.com).

I have a mandatory duty to investigate all complaints relating to the Welfare Requirements for childminding.

Depending on the nature of the complaint, I will investigate it myself or it will be passed on to Ofsted to investigate. For impartial advice, you can call the NCMA Information Line on 0800 169 4486. 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 use the Provider Complaints Record which is available on the Ofsted website at www.ofsted.gov.uk to record any complaints.

I will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it. I will record the following:

- Name of person making the complaint.
- The Welfare Requirement(s) 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.

I will also keep a summary of the complaint to provide on request to any parent of a child for whom I act as a childminder and Ofsted. This summary will not include the name of the person making the complaint.

Records will be kept for 10 years.

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 123 1231.

Rachel Wiggins

Childminder's name	Rachel Wiggins
Childminder's signature	
Date	
Parent(s)' name	
Parent(s)' signature	
Date	

Date policy was written	August 2011
This policy is due for review on the following date	August 2012

Meeting the Welfare Requirements

Statutory Framework for the Early Years Foundation Stage Safeguarding and Promoting Children's Welfare

"The provider must take necessary steps to safeguard and promote the welfare of children."