



## Complaints Policy

As registered childminders we aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. We expect that parents will immediately bring to our attention any aspect of our service they are not happy with so that every effort can be made to resolve the matter.

We are open to feedback and suggestions about how we can make improvements, so feel free to talk to us. You can give us feedback in many ways: verbally face to face, via text message or via email.

Should you have any complaints about our service, please approach one of us in the first instance. You can talk to us face to face, or we can give you a Complaints Form to complete if you do not feel confident enough to do this.

Any complaints will be fully investigated within the 28 day period.

If any concern or complaint is raised verbally, by phone or in person, we will discuss this with the parent and try to resolve the matter, arranging a suitable time to discuss without any distractions (i.e. outside normal care hours). Sometimes organisational or business disputes need to be sorted out, but if the concern is about our 'practice', that is, if the concern specifically relates to the requirements of the Early Years Foundation Stage, we will investigate and feedback our conclusions. We will log the details of the concern, the date it was raised, and the outcome of our investigation.\* If a **written** complaint is made, by email or paper, relating to the requirements of the Early Years Foundation Stage, we will investigate and try to resolve the matter in discussion with the parent. We must notify the parent/ complainant of the outcome of any investigation within 28 days. The details of the concern and the outcome of our investigation will be recorded in our Complaints Log.

Right at the beginning of a child's placement we make parents aware that any concerns or complaints can be made directly to Ofsted Compliance, Investigation and Enforcement Team Tel 0300 123 1231. We do this by providing the parent with a Complaints Policy and asking the parents to sign to confirm they have read our policy. We display a poster so that parents are always aware of the current Ofsted contact details. *This poster is also downloadable from the Ofsted website; search for 'poster for parents'*

We understand that, depending on the nature of the complaint, Ofsted may ask the provider to investigate the complaint themselves, or Ofsted may choose to investigate. Ofsted does not seek to uphold or disprove a complaint: Ofsted investigates to check that a provider continues to meet the requirements of the Early Years Foundation Stage.

Our Complaints Log must be made available to Ofsted on request and kept for three years.



Parents who are using our service can ask to see our Complaints Log. We will maintain privacy and confidentiality; either by providing a summary of the Complaints Log which gives the date and nature of the complaints in the previous three years without names or personal family information or, alternatively, we will complete the Complaints Log by referring anonymously to 'Child A' or 'the complainant'

### **Allegations**

**\*N.B. If the complaint was of a serious nature, implying or directly accusing us, or anyone in our household or working on our premises, of abusive practice or the maltreatment of children, then we are obliged to inform the Local Authority Designated Officer within one day and Ofsted within fourteen days. If we should ever have to report an allegation to the LADO, please be aware that in order for the LADO to make enquiries and investigate an allegation, this will require us to provide the LADO with a child or children's names, DOB, and parent's contact details, in addition to providing details of the allegation.**

**Policy date:**

**Review date:**