

## **Hoe farm Childminding Complaints Policy**

As a 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 that 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 open discussion. If you prefer you can put the complaint formally in writing or email it to me.

I have a mandatory duty to investigate all complaints relating to the national standards for childminding.

Depending on the nature of the complaint, I will investigate it myself or it will be passed onto Ofsted to investigate. You will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days

I will use the provider complaints record which is available online at the Ofsted website to record any complaints. I will keep written records of all complaints and they will remain confidential unless an Ofsted inspector asks to see them.

I will record the following:-

- . Name of person making the complaint
- . The national standard(s) to which the complaint relates
- . Nature of the complaint
- . Date and the time of complaint
- . The outcome of the complaint investigation
- . Details of the information and findings are 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. Or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or write to :Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Parents signature: .....

Childminders signature: .....

Date: .....