

COMPLAINTS PROCEDURE

As your Childminder, I take my responsibility to you and your child very seriously. I enjoy caring for children and hope that you are very happy with the service I provide. However, there may be occasions when you have concerns or wish to clarify or discuss an aspect of my service. I hope that you will feel able to discuss any concerns or issues that you may have with me directly. I welcome feedback, whether positive or otherwise, to help me improve and update my service.

It may not be possible to speak privately when you collect your child, so please feel free to email me sue@sueschildminding.co.uk or request a mutually convenient appointment to discuss any issues with me at an early stage so that any difficulties do not become obstacles to a good relationship.

If a parent makes a complaint about my service I will make a record of the complaint and endeavour to resolve the issue by consultation with parents. A copy of the complaint which does not include confidential information will be made available in a complaints folder which parents may request to view at any time during their contracted hours or by appointment.

If the matter remains unresolved you can make a formal complaint to Ofsted **0300 123 4666**

<http://www.ofsted.gov.uk/early-years-and-childcare/for-parents-and-carers/how-complain>

Please quote my registration number as stated on your contract document.

As always, if you have any concerns or questions about this policy, please discuss them with me.