**COMPLAINTS POLICY & PROCEDURE**

It’s your right as a parent to pass on or complain about the care of your child whilst they’re in my home, if you’re not happy with it.

I gladly welcome any suggestions that you may have and will always take any concerns seriously.

If you do have a worry etc., please remember that I am always willing and available to discuss an issue, no matter how insignificant it may seem. Just let me know and we will arrange a mutually convenient time for us to both meet and chat further.

Please remember, that this applies to myself too, If I have any problems that I wish to raise about your child. Hopefully, this will resolve the matter and achieve a satisfactory outcome. If not, you should contact your local Ofsted who’s responsible for the registration of childminders and ensuring that they adhere to the laid down regulations. However, I am confident that most things can be sorted out an an early stage, between the parent and myself.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted inspector if required.

If you feel that after talking, the matter remains unresolved then you can ring Ofsted on:

0300 123 1231

Or write to them at:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

It is a condition of my registration to investigate all written complaints and I will notify complainant of the outcome within 28 days of the receipt of the complaint.

**Complaints Policy & Procedure agreement**

I have had the opportunity to read my childminders complaints policy and procedures and I understand and agree to them. I understand these signed policies and procedures will be filed away securely, and I have a copy for myself.

Name of child:

Signature of parent:

Date: