



Date Policy Created: 20/05/17

Date policy reviewed.

Comments, Concerns & Complaints procedure

All parents, guardians and children are encouraged to approach me if they have a concern about any aspect of care and/ or education I provide. I gladly welcome any suggestions that you may have and will always take any worries or complaints seriously.

At times parents may have concerns about services provided and I am always available to discuss any issue, no matter how insignificant it may seem.

Most of these concerns should be able to be resolved at the first instance if disclosed at the earliest possible stage so we can find a suitable solution.

If a concern cannot be resolved through discussion with myself you can contact Ofsted or my child minding agency via the following:

Telephoning the Ofsted early years complaints helpline: 03001231231

Email: enquires@ofsted.gov.uk

Leap Ahead Childminder Agency: 0208 831 6437

Email: leapahead@achievingforchildren.org.uk

Procedure if complaint is received: Log dates and source of complaint Log the nature of complaint Log any action taken or proposed and record the outcome of any investigation, including any further discussion with the complainant Provide the parent who made initial complaint with an account of any findings and any action taken as a result within 28 days from date of complaint made. Provide Ofsted/Childminder agency, on request, a written record of complaints and any actions taken as a result

All records will be retained for a period of at least 3 years from date on which complaint was made.

Managers Signature: Teamara Adams

Date:



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