

Concerns, compliments and complaints procedure

As a registered Childminder I aim to provide a quality childcare service. I encourage working in partnership with parents to help prevent any problems occurring.

I pride myself in providing excellent, professional and reliable care for your children but if you have any worries about my practice then please do approach me to discuss these at any time. I will always take any contact seriously and work with parents to come to a solution that everyone benefits from. It is important for all concerned to feel relaxed and comfortable with the care arrangements. It is better to talk about any problems before they escalate than to let things go unresolved.

Parents can contact Early Years on 01372 833 833 and ask to speak to a childminding advisor if they would like advice from another professional.

If a parent has a concern and feels it has not been resolved by talking to me first, they can make a written complaint and I will respond to this within 28 days. Details of all such matters will be logged in my compliments & complaints book and kept for three years. This book is always available for parents to see and an online version will be on the password protected section of my website.

Ofsted encourage parents to speak to the Childminder first, but if you feel any issues have not been resolved then you can contact Ofsted using the methods listed below.

You can contact Ofsted on 0300 123 1231

Or write to them at:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

I will reply to any written concerns in writing within 28 days.