



Procedure: Complaints & Compliments

Compliments

- One way to improve my service is to understand what I do well; therefore I will be available for parents to give positive feedback and compliments.
- I will keep written compliments in my Complaints and Compliments folder.

Stopping a complaint from happening

- I will agree with the parents and put in writing all the details of the contract between myself and the parents prior to the beginning of the child minding relationship.
- I will show the parents the latest versions of my policies and procedures and will offer them a copy.
- I will endeavour to follow the policies and procedures at all times.
- I will encourage open dialogue in the relationship with the parents so that any misunderstandings can be sorted out.

If a parent wants to make a complaint to Ofsted about my care

- I will offer all parents a copy of this procedure so that they understand that they are able, if they see fit, to contact Ofsted to complain about an aspect of my care.
- The Ofsted contact details are as follows:
Telephone: 03001231231.
Post: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.
- My Ofsted registration number can be found on the Child minding contract.

If a formal complaint is made against me relating to the EYFS Statutory Framework

- I will record the details of the complaint including:
 - name of the complainant;
 - date of the complaint;
 - details of the complaint;
 - action taken to resolve the complaint; - the final outcome.
- I will keep a copy of any correspondence or written explanation with the parents concerned and prepare a summary of the complaint that would be available if any parents wished to see it.
- I have a legal obligation to investigate it and respond to the parents within 28 days.



Nurturing child care inspired by MONTESSORI

- I will tell the parents of any action I have taken or intent to take as a result of their findings.
- I will discuss with the parents the suitability of me continuing to look after their child, unless the parents have already terminated the contract.
- I will seek legal advice as appropriate.
- I will keep written complaints in my Complaints and Compliments folder.

If a formal complaint is made against me not relating to the EYFS Statutory Framework

I will record the details of the complaint including:

- name of the complainant;
- date of the complaint;
- details of the complaint;
- action taken to resolve the complaint; - the final outcome.

- I will keep a copy of any correspondence or written explanation with the parents concerned.
- I will attempt to discuss the nature of the complaint with the parents and resolve the complaint amicably.
- I will seek legal advice as appropriate.
- I will discuss with the parents the suitability of me continuing to look after their child, unless the parents have already terminated the contract.
- I will keep written complaints in my Complaints and Compliments folder.