

Complaint Procedure

How I deal with complaints?

My childminding setting aims to provide a high quality, efficient and accessible service to parents and children. The way that I work with my assistant is reviewed regularly. However, from time to time a parent or child may feel that they have a complaint against some aspect of my setting, or an individual member of staff.

Usually it should be possible to resolve any problems as soon as they occur, and I want to help you resolve your complaint as quickly as possible.

You can inform me about your concerns in writing and during our parents meetings if you are unhappy about:

- the quality of childcare I provide
- concerns of your child's health and safety in my care
- the contract or policies
- my staff providing incorrect information or treating you unprofessionally.

If you feel that your complaint hasn't been resolved you can contact OFSTED on

08456 404040 or www.ofsted.gov.uk/parents

Best Regards,

Andrea Dalling

(Registered Childminder)