



## Seagull Childcare Shaldon, South Devon

### **COMPLAINTS AND COMPLIMENTS POLICY AND PROCEDURE**

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

I have been inspected by and am registered with Ofsted and I will ensure that we will work together to follow the 'The National Standards/Early Years Foundation Stage' as required by Ofsted.

I will inform the parent/carer where to obtain a copy of the 'National Standards/Early Years Foundation Stage.' I will also show them my inspection reports.

I will provide them with Ofsted's contact details

The National Business Unit  
OFSTED, Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel : 0300 123 1231

I will also inform parents/carers about The Devon Child Minding Association and their role. They can be contacted on 01 752 202059.

If a parent/carer raises a concern or wants to make a complaint or a compliment about my service they may record it in the comments book. I will listen to the concern or the complaint and will do my best to resolve the problem and will record the procedure by which it was dealt with. The parent/carer making the complaint will be asked to sign the record to confirm that the complaint has been dealt with satisfactorily. This record is available for Ofsted to view.

If a parent/carer is not happy with my provision then they can terminate the written agreed contract and seek advice/support from Ofsted/DCMA. If a placement comes to an end then this will be done through a written agreement.

If a parent wishes to formally complain about my care to Ofsted/DCMA he/she must do so in writing indicating which area of care is being complained about. Following receipt of such a complaint I shall:

- Investigate the complaint
- Inform the parent/carer of the findings
- Inform them of the actions I have taken to resolve it
- Record the complaint
- Record any actions taken within 28 days of the complaint being made
- Inform Ofsted of the complaint

At all times I shall keep details of the complainant and their family confidential. My record of the complaint, and how it has been dealt with, will be available to parents to refer to if they wish.