



Complaint's policy

Policy Statement

As a registered childminder, I aim to work in close partnership with all parents to meet the needs of their children. However, if there is any aspect of my service that does not meet your expectations, I am happy to discuss this with you. If you feel comfortable communicating this verbally, we can hopefully resolve the issue right away. If you would prefer to make a complaint in writing, you can send this to my email address or by post.

Procedures (how I will put the statement into practice)

It is a condition of my registration to investigate all written complaints relating to the safeguarding and welfare requirements of the EYFS. I will notify the complainant of the outcome within 28 days of receipt of the complaint. It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken.

I will record the following information:

- The name of the person making the complaint
- The EYFS requirement to which the complaint relates
- The nature of the complaint
- The date/time of the complaint
- Any action taken in response to the complaint
- The outcome of the complaint investigation
- Details of the information and findings that were given to the person making the complaint, including any action taken

If we cannot resolve an issue between ourselves and you wish to make a complaint, get in touch with OFSTED at enquiries@ofsted.gov.uk or you can ring:

0300 123 4666

You can find the complaints procedure by clicking on the link below which will bring up the poster we have displayed in our entrance.

[Ofsted poster for parents childcare 2024](#)

I will keep a written record of complaints and their outcomes for at least three years.



Other contact details regarding advise or concerns-

Dudley family information service:

[Https://www3.dudley.gov.uk/synergy/FSD/](https://www3.dudley.gov.uk/synergy/FSD/)

If you are worried about a child, you can telephone Dudley Safeguarding which you will then speak to a professional: 0300 555 0050 9am - 5pm MON- FRI or Emergency Duty Team on 0300 555 8574 after 5pm / weekends and Bank Holidays.

Alternatively you can contact the NSPCC on 0800 800 5000 or email them by visiting their website <https://www.nspcc.org.uk/>.

Please ensure you have read and understand the Complaints policy and procedure.

All policies and procedures are reviewed regularly and updated when necessary.

This policy and procedure has been development in line with the EYFS welfare requirements and Ofsted guidance, and outlines the provider's responsibility to take all necessary steps to safeguard and promote the welfare of children.

This policy and procedure has been written by **Miss Caitlin Smith**, the Ofsted-registered childminder responsible for the care of children at **The Flower Cottage**, Dudley, West Midlands, DY2 7TQ.

THE FLOWER COTTAGE