

CUBBY'S CLUBHOUSE



Complaints Procedure

I endeavour to provide a safe and caring environment for your child. By working together in close partnership I believe that we can help your child reach their full potential. Having regular discussions will help us achieve this aim.

If ever you are unhappy about any aspect of my childminding setting please talk to me about your concerns. If you feel that it is inconvenient or inappropriate to discuss it when you bring or collect your child, we can arrange a more suitable time.

If the nature of your complaint is in breach of one or more of the statutory requirements of registration and we have been unable to resolve your concerns by discussion, you will need to put your complaint in writing or in electronic form to me. I will make a written record of the nature of the complaint, the action taken and whether the complaint was resolved. I will provide you with a copy of this within 28 days. Other parents at my setting will be able to see this on request. The records will be kept for 3 years.

You may also wish to contact the Complaints Team at Early Years
OFSTED,
Ofsted National Business Unit
The Royal Exchange Building
St Anne's Square
Manchester M2 7LA
Helpline: 0300 123 1231
Website: www.ofsted.gov.uk/parents

If the nature of your complaint does not breach of any of the statutory requirements but you would like some advice regarding your concerns you can talk in confidence to:

Pam Haigh, Manager, Northamptonshire Childminding Association (NCA) on 01908 543717

Elaine Pitteway, Quality Improvement Manager, NCA
on 01536 711809

NCA General Enquiry line on 0845 838 3724

OR

National Childminding Association (NCMA) Advice Line
on 0800 169 4486