

COMPLAINTS PROCEDURE

INTRODUCTION

At Ash & Claire's Childminding, we are committed to providing high-quality care and ensuring the safety and well-being of every child in our setting. We value open communication and understand that, from time to time, concerns or complaints may arise. This procedure outlines the steps to take if you wish to raise an issue.

DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction or concern related to Ash & Claire's Childminding—this could be about our setting, our service, our policies, or anything else that impacts your child's care.

COMPLAINTS PROCEDURE

We aim to resolve complaints promptly, fairly, and in a way that respects the interests of all parties involved. The following steps outline our complaints procedure:

Step 1: Informal Resolution

We encourage parents and carers to speak directly with either Ashleigh Crouch or Claire Hedges if you have any concerns. We'll always do our best to listen, understand the situation, and resolve the matter as quickly and fairly as possible. Meetings or phone calls

can be arranged at a mutually convenient time.

Step 2: Formal Complaint

If you feel the issue hasn't been resolved informally, or you'd prefer not to raise it in person, you can make a formal complaint in writing.

Please include:

- The date of the issue or incident
- A clear description of your concern (including any names, times or details that might help)
- Your contact details

You can email us or send a letter to our registered address. We will acknowledge your complaint within **48 hours**.

Step 3: Investigation and Response

We will carry out a full investigation, which may involve speaking to people involved and reviewing relevant records. You will receive a written response within **10 working days** wherever possible.

If it will take longer, we will let you know why and when you can expect a full response.

We are required by Ofsted to respond to **written complaints within 28 days**, and this will always be met.

Step 4: Escalation

If you are not satisfied with our response, or if your complaint relates to the **EYFS statutory requirements**, you have the right to contact Ofsted or the local authority.

You can contact:

Ofsted

- Phone: 0300 123 4666
- Email: enquiries@ofsted.gov.uk
- Online:
www.gov.uk/government/organisations/ofsted

Hampshire County Council (Children's Services)

- Phone: 0300 555 1384
- Email:
childrens.services@hants.gov.uk

CONFIDENTIALITY

All complaints will be handled confidentially. Details will only be shared with those directly involved in investigating and resolving the concern. We follow current data protection regulations and handle all personal information appropriately.

CONTINUOUS IMPROVEMENT

We value all feedback. If a complaint shows us where we can do better, we will use that information to review and improve our practice, our setting, or our policies.

UPDATED: JUNE 2025

REVIEW: JUNE 2026

RECORD KEEPING

- All written complaints and the actions taken will be recorded and kept for **at least 3 years**, as required by Ofsted.
- You have the right to access the summary of your complaint and any action taken.
- Ofsted may request to see our complaints records during inspections.