



## Complaints Procedure

Version History	
Date	Comments
12/09/2016	Reviewed
17/10/2016	Rebrand
22/05/2018	Reviewed. Reference to CSSIW replaced with CIW

### Policy Statement

*As a registered childminder I aim to work in close partnership with all parents/carers to meet the needs of the children.*

### Local Resolution

If there is any aspect of my service that you are not happy with please bring it to my attention. This would usually be verbally and every effort will be made to resolve the issue through frank and open discussion. If you prefer, you can put the complaint in writing. Every effort will be made to resolve this within 14 days, this time-scale may be extended to 28 days with the agreement of all parties.

### Formal Consideration

As a sole trader I do not have a Formal Consideration Procedure, but if you wish to take your complaint further you can contact CIW on 0300 0625609

### Concurrent Consideration

If the complaint is being investigated by other legal bodies at the same time, then the complaint period of 28 days may be further extended in certain circumstances to 35 days.

I will keep a written record of all complaints, recording the following;

- Name of complaint;
- Nature of complaint;
- Date and time of complaint;
- Action taken in response to complaint;

- Result of complaint investigation;
- Information given to complainant.