



HAPPYHOURS
childminding

complaints Procedure

I hope that you are happy with the service that I provide, but I appreciate there may be times when I am not offering you and your child(ren) the service that you require. I hope that you will feel able to discuss any concerns or issues that you may have with me directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example, in the evening or at the weekend.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to me or that after talking the matter remains unresolved then you should put the matter in writing to me and I will respond within the next 14 days.

If the matter remains unresolved and you wish to formalize your complaint you should contact Ofsted Complaints and Investigation Unit on 0300 123 1231