

Complaints procedure

Effective communication between childminder and client is essential to your child's well-being while he/she is in our care. We will do my best to address any concerns you may have.

The following complaints procedure should be followed:

1. Speak to us! The vast majority of concerns are easily sorted.
2. If you feel we have not addressed your concern appropriately, please make a formal complaint to us in writing or via email. We are legally obliged to fully investigate your concern and to report back to you within 28 days.
3. If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us you should contact Ofsted as follows:

Write to Ofsted, Piccadilly Gate, Stone Street, Manchester, M1 2WD.
Telephone 0300 123 1231 or 0300 123 4666

If you wish to discuss any aspect of our work with an impartial third party, NCMA runs a confidential freephone Information Helpline for childminders, parents and local authority workers.

Freephone: 0845 880 0044

Open Monday to Friday, 10am to 4pm except public holidays.