



Complaints Information and Procedure

Childcare providers must take reasonable steps to ensure they have a procedure when dealing with concerns and complaints. Childminders are not required to have a written procedure if they are only on the Early Years Register; however, it is a requirement of the Childcare Register to have a written complaints procedure. All providers must investigate written complaints relating to their fulfilment of the Early Years Foundation Stage requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request; according to the childcare register they must be kept for three years. However, we would recommend that the record of complaints is kept for a minimum of three years or the duration between Ofsted inspections.

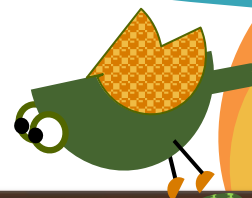
Parents/carers should also be made aware of any proceeding complaints to enable them to make an informed decision about attending the setting.

Enclosed in this pack is a complaints procedure that will help you to meet the following Safeguarding Welfare Requirements of the Statutory Framework for the Early Years Foundation Stage – Safety. Please be sure to read the relevant section of the Framework.

Complaints Procedure

Rationale

I am committed to working in close partnership with parents/carers to meet the needs of children and families and offer the highest quality education and care for all children. Children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. I must follow the requirements of the Early Years Foundation Stage (EYFS) and/or Childcare Register, the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA). By maintaining honest communication with parents/carers I hope that parents/carers will bring to my

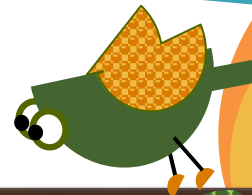


attention any aspect of the service they are unhappy with for the matter to be resolved quickly.

Procedure

Parents/carers can complain about any aspect of the childminding service verbally or in writing. If ever you are unhappy about any aspect of my childminding setting, please talk to me about your concerns. If you would rather discuss a concern out of hearing of your child, an arrangement can be made to discuss this either by telephone or in person at a more convenient 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 through discussion, you will need to put your complaint in writing or in electronic form to me. I will keep 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/carers at my setting will be able to see the record of complaints on request and they will also be shared with all new prospectus parents/carers. Records of complaints will be kept for 3 years or between inspections whichever is the longest. I must also make these records available to Ofsted upon request.



If you feel that the complaint cannot or has not been resolved or if you feel you cannot discuss it with me, you can:

Contact Ofsted on either the General Helpline number 0300 123 1231, or their complaints number 0300 123 4666 or in writing to the Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Alternatively you can email enquiries@ofsted.gov.uk

or

If you feel your complaint shows I am in breach of Data Protection Law, you can report this concern to the Information Commissioners Office (ICO) which is the UK's independent authority to uphold privacy laws. You can ring them on 0303 123 1113. Their website has more information and a live chat facility <https://ico.org.uk/concerns/>