

Complaints Policy

What should a parent/carer do if they have a complaint?

As a registered childminder, I aim to work in close partnership with all parents/carers to meet the needs of their children. However, if there is any aspect of my service that does not meet your expectations, I am happy to discuss this with you. If you feel comfortable communicating this verbally, we can hopefully resolve the issue straight away. If you would prefer to make a complaint in writing, you can send this to my email address or by post.

What happens if parents/carers wish to make a formal complaint about childcare provision?

If you contact Ofsted or a registering agency, they will review the information you provide and decide what to do. They may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues. Please be advised that Ofsted and registering agencies can only address complaints that link directly to the childcare registration requirements. They cannot intervene with any personal or financial disputes.

What if my complaint is not about the childcare aspect of provision?

As Ofsted and registering agencies only deal with issues regarding childcare provision and safeguarding, there may be other issues that arise. Any disputes related to the provision of funded childcare should be discussed with the relevant local authority. Issues relating to confidentiality, privacy and/or data handling should be directed to the ICO (Information Commissioner's Office).

You may find some support and advice for disputes regarding contractual arrangements through Citizens Advice.

Disclaimer: This resource is provided for informational and educational purposes only and does not constitute legal advice. If you require legal advice, you should contact a suitably qualified professional. You should not rely on the material included within this resource and Twinkl does not accept any responsibility if you do. This resource is editable and can be adapted to meet individual business needs. Twinkl cannot be held responsible for any changes made once a resource has been downloaded. Please be aware that this content may have been edited and therefore may no longer reflect our values.

However, these are private legal issues and as such, may need court involvement to be resolved officially.

What happens if a complaint is made against a childminder?

'Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. Childminders must:

- » Investigate written complaints relating to how they are fulfilling the EYFS requirements.
- » Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- » Make the record of complaint/s available to Ofsted or the relevant CMA on request.

Childminders must make available to parents and/or carers the details about how to contact Ofsted or their CMA as appropriate, if they believe the childminder is not meeting the EYFS requirements.'

Early Years Foundation Stage Statutory Framework for Childminders

As such, I must investigate all written complaints relating to the safeguarding and welfare requirements of the EYFS. Written records of complaints and their outcomes must be kept for at least three years. Complainants will usually be told the outcome of a complaint and given details of any actions taken.

What information will be recorded?

- the name of the person making the complaint
- the EYFS requirement to which the complaint relates
- the nature of the complaint
- the date and time of the complaint
- any action taken in response to the complaint
- the outcome of the complaint investigation
- details of the information and findings provided to the person making the complaint, including any action taken.