



Complaints Policy:

Policy statement:

It is my policy to keep children safe by assessing any risks to their safety whilst allowing them the opportunity

Procedure (how I will put the statement into practice)?

As a registered childminder I aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. I expect that parents will immediately bring to my attention any aspect of my service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to me verbally, or in writing.

It is a condition of my registration to investigate all written complaints relating to the fulfilment of the Statutory Framework for the Early Years Foundation Stage and/or the Childcare Register.



1. I display Ofsted's poster for parents which introduces Ofsted's childcare responsibilities and gives Ofsted contact details.
2. I will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days.
3. I will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but, as required, I will provide, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint. I will notify the complainant of the outcome
4. I will record the following information:
 - a. The name of the person making the complaint.
 - b. The Early Years Foundation Stage requirement(s) or Childcare Register requirements to which the complaint relates.
 - c. The nature of the complaint.
 - d. The date and time of the complaint.
 - e. Any action taken in response to the

within 28 days of the receipt of the complaint.

This policy is based on a template by the Professional Association for Childcare and Early Years (PACEY) to its childminder, nanny and nursery members for adaptation to their individual settings or role. Whilst every effort has been taken to ensure that the information provided is accurate and up to date, PACEY will not be held responsible for any loss, damage or inconvenience caused as a result of any inaccuracy, error or omission.

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complaint.

- f. The outcome of the complaint investigation (for example, ways the service has improved).
- g. Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me please contact Ofsted on 03001 231231.

Ofsted produces guidance on concerns and complaints about childminders and child-care providers.



This is available on the Ofsted website (<https://contact.ofsted.gov.uk/online-complaints>) and provides guidance on the complainant's right to contact Ofsted.

Childminder's name

Childminder's signature

Date

Parent(s)' name

Parent(s)' signature

Date

Date policy was written 4th July 2020

This policy is due for review on the following date July 2021

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This policy supports the following requirements and standards:

England

Meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements and the requirements of the Childcare Register

Information and Records, Complaints

Links to your PACEY Professional Standards - Member

2. Enabling environments

E2.1 Work in partnership with parents, carers, other childcare practitioners and professionals.

3. My professional role

P1.1 Reflect on and develop my practice.

4. Childcare service

S1.1 Meet relevant laws, regulations and benchmarks for quality.

In addition, Members that run their own childcare service must confirm their practice meets the following 11th area of competence:

S2.1 Run my childcare service so that it survives.

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