



Concerns & Complaints Policy

Policy statement: Complaints

This is a statutory procedure.

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. I will notify the complainant of the outcome within 28 days of the receipt of the complaint.

I display Ofsted's poster for parents which introduces Ofsted's childcare responsibilities and gives Ofsted contact details.

If parents wish to make a complaint about any aspect of my care of their child related to the Early Years Foundation Stage (EYFS) or Childcare Registers* they can do so verbally; alternatively, parents might prefer to complete a Complaints Form (attached) which will be provided on request.

If I do receive a formal written complaint, I will inform Ofsted within 14 days that a complaint has been made.

All complaints will be treated confidentially and, to comply with the requirements of the EYFS will be investigated within 28 days of receipt.

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 Ofsted, 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 record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) 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 (for example, ways the service has improved).
- 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.

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on <https://www.gov.uk/complain-about-childcare> and provides guidance on the complainant's right to contact Ofsted.

Ofsted will be notified of any complaints relating to the requirements of the EYFS or the Childcare Register and any complaints relating to safeguarding might also be reported to the Local Safeguarding Children Board (LSCB). Depending on the nature of the complaint, it will be investigated internally or passed to Ofsted and / or the LSCB to investigate.

Contacting the Information Commissioners Office: if a complaint is regarding a data breach, related to the General Data Protection Regulation (GDPR) or UK data protection legislation, I must report the breach within 72 hours.

ICO state that parents have the right to complain: *if a data breach could result in discrimination, reputation damage, financial loss or [if] loss of confidentiality occurs.*

Parents can contact the Information Commissioners Office (ICO) for further information:

<https://ico.org.uk/for-organisations/report-a-breach/>.

Retention requirements

The EYFS requires me to keep a written record of the complaint to share with Ofsted; I might be required to share it with other legislative bodies depending on the nature of the complaint.

The Childcare Register (relating to children over the age of 5 years) requires me to keep a written record of the complaint for 3 years, including details about the outcome of the investigation and any action taken. To comply with data protection legislation, the Complaint Record and other documentation will be shredded (paper records) or securely deleted (online records) after the required retention period.

If parents wish to contact Ofsted direct the contact details are –

- Telephone - 0300 123 1231;
- Address - Ofsted, Piccadilly Gate, Store St, Manchester M1 2WD;
- Email - enquiries@ofsted.gov.uk. The Ofsted parents / complaints poster is displayed.

***Note** – information about my registration on the **Childcare Register** is provided to parents as required by the Childcare Register.

Written by Emma Marshall

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I will handle all data as required under GDPR Guidance