Complaints policy

# Complaints Procedure for Childminders

\_Purpose

To ensure that any complaints or concerns raised by parents/carers or children are listened to, responded to, and resolved in a fair and timely manner, in accordance with the Early Years Foundation Stage (EYFS) requirements.

\_Scope\_

This procedure applies to all children, parents/carers, and staff within the childminding setting.

\_Definitions\_

* \_Complaint\_: An expression of dissatisfaction or concern about the childminding service.
* \_Concern\_: A worry or issue raised by a parent/carer or child about the childminding service.

\_Responsibilities\_

* \_Childminder\_: Responsible for listening to and responding to complaints and concerns, and for implementing this procedure.
* \_Parents/Carers\_: Responsible for raising concerns or complaints in a timely and respectful manner.

\_Ofsted\_: Responsible for investigating complaints and concerns about the childminding setting

\_Procedure\_

1. \_Informal Stage\_: Parents/carers are encouraged to discuss any concerns or complaints with the childminder in an informal setting.
2. \_Formal Stage\_: If the issue cannot be resolved informally, parents/carers should submit a formal complaint in writing to the childminder.
3. \_Acknowledgement\_: The childminder will acknowledge the complaint in writing within 5 working days.
4. \_Investigation\_: The childminder will investigate the complaint and gather any relevant evidence.
5. \_Response\_: The childminder will respond to the complaint in writing within 28 days, outlining the actions taken to resolve the issue.
6. \_Resolution\_: If the complaint is upheld, the childminder will implement changes to prevent similar issues arising in the future.
7. \_Escalation\_: If parents/carers are not satisfied with the response, they can escalate the complaint to Ofsted.

\_Ofsted Complaints Procedure\_

* \_Contact Ofsted\_: Parents/carers can contact Ofsted on 0300 123 1231 or [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) to report a complaint.
* \_Ofsted Investigation\_: Ofsted will investigate the complaint and may visit the childminding setting.

\_Record Keeping\_

* \_Complaints Record\_: The childminder will keep a record of all complaints, including the nature of the complaint, the investigation, and the outcome.
* \_Confidentiality\_: All complaints and concerns will be treated confidentially.

\_Review and Evaluation\_

This procedure will be reviewed and updated annually, or as required, to ensure it remains effective and compliant with the EYFS requirements.