

## **JOEY'S CHILDCARE**

### **Complaints Procedure Policy**

**Setting Name:** Joey's Childcare

**Provider:** Rachel Joseph

**Address:** 11 Carrington Road, Richmond, Surrey, TW10

**Registration Status:** Awaiting Ofsted Registration

**Local Authority:** Achieving for Children

**Date Written:** 1st July 2026

**Review Date:** 1st July 2027

### **1. Policy Statement**

At Joey's Childcare, I am committed to providing a high standard of care, education and service for all children and families.

I value feedback and welcome comments, concerns and complaints as opportunities to improve the quality of care provided.

This policy is written in accordance with the **Early Years Foundation Stage (EYFS) Statutory Framework** and relevant Ofsted requirements.

All concerns and complaints will be handled fairly, promptly, professionally and confidentially.

### **2. Aims**

I aim to:

- Provide a clear and accessible complaints procedure
- Resolve concerns quickly and effectively
- Maintain open and honest communication with families
- Ensure complaints are handled fairly and consistently
- Promote positive relationships with parents and carers
- Use feedback to improve the quality of care and service provided

### **3. What is a Complaint?**

A complaint is any expression of dissatisfaction about the service provided, including:

- Concerns about childcare practice
- Concerns about children's care, learning or wellbeing
- Issues relating to communication
- Concerns about policies and procedures
- Concerns regarding health and safety
- Concerns about behaviour management
- Concerns about any aspect of the childcare provision

Complaints may be raised verbally or in writing.

#### **4. Informal Resolution**

I encourage parents and carers to discuss any concerns with me as soon as possible.

Where concerns are raised informally:

- I will listen carefully and respectfully
- Concerns will be taken seriously
- I will seek to understand the issue fully
- Every effort will be made to resolve concerns quickly and amicably

Many concerns can be successfully resolved at this stage without the need for a formal complaint.

#### **5. Formal Complaints Procedure**

If a concern cannot be resolved informally, parents may make a formal complaint.

Formal complaints may be submitted in writing and should include:

- Details of the concern
- Relevant dates and times
- Any supporting information

Upon receiving a formal complaint, I will:

- Acknowledge receipt of the complaint
- Investigate the matter thoroughly and fairly
- Consider all relevant information
- Keep records of the investigation
- Provide a written response outlining the outcome

## **6. Timescales**

Complaints will be investigated and a written response provided within **28 days** wherever possible, in accordance with EYFS requirements.

Where additional time is required due to the complexity of the complaint, parents will be kept informed of progress and any revised timescales.

## **7. Recording Complaints**

A written record will be kept of all complaints relating to EYFS requirements and their outcome.

Records will include:

- Date the complaint was received
- Nature of the complaint
- Actions taken
- Investigation findings
- Outcome of the complaint
- Any improvements implemented

Records will be:

- Kept securely
- Treated confidentially
- Retained in accordance with legal requirements

## **8. Complaints Records**

Parents may request information about complaints relating to EYFS requirements.

Personal information relating to other children, families or individuals will remain confidential and will not be disclosed.

## **9. Outcome of Complaints**

Following an investigation:

- A clear written response will be provided
- Any necessary actions will be implemented
- Improvements will be made where appropriate
- Steps will be taken to prevent recurrence where possible

The aim is always to achieve a fair and reasonable outcome.

## **10. Complaints About the Provider**

Where a complaint concerns:

- The suitability of the childminder
- Members of the household
- The suitability of the childcare provision

Ofsted may be informed where required in accordance with EYFS requirements and safeguarding responsibilities.

## **11. Escalation**

If parents remain dissatisfied following the outcome of a complaint, they may contact Ofsted.

### **Ofsted**

Parents may contact Ofsted if they believe concerns have not been addressed appropriately.

 [0300 123 1231](tel:03001231231)

 [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

 <https://www.gov.uk/government/organisations/ofsted>

## **12. Confidentiality**

All complaints will be handled professionally and confidentially.

I will:

- Respect the privacy of children and families
- Share information only on a need-to-know basis
- Keep complaint records secure
- Maintain confidentiality wherever possible

Confidentiality may be overridden where safeguarding concerns or legal obligations require information to be shared.

## **13. Whistleblowing**

Concerns regarding unsafe, illegal or inappropriate practice will be taken seriously.

Where necessary, concerns may be reported to:

- Ofsted
- Children's Social Care
- The Local Authority Designated Officer (LADO)
- Police
- Other relevant authorities

Individuals raising genuine concerns will be treated fairly and respectfully.

## **14. Safeguarding**

If a complaint raises concerns regarding the safety or welfare of a child:

- Safeguarding procedures will be followed immediately

- The concern will be managed in accordance with the Safeguarding Policy
- Children's Social Care, the LADO, Police or other relevant agencies may be contacted without delay

The safety and welfare of the child will always be the primary consideration.

### **15. Working in Partnership with Parents**

I believe that positive partnerships with parents are essential.

I will:

- Encourage open communication
- Listen to feedback respectfully
- Respond professionally to concerns
- Work collaboratively to resolve issues
- Promote mutual respect and trust

### **16. Monitoring and Review**

This policy will be:

- Reviewed annually
- Updated in line with EYFS requirements, legislation and best practice guidance
- Shared with parents and carers
- Used to support continuous improvement within the setting

### **Final Statement**

At Joey's Childcare, I am committed to ensuring that all concerns, comments and complaints are welcomed, listened to and addressed fairly, promptly and professionally. Feedback is valued and used to continually improve the quality of care, learning and experiences provided for children and families.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_