Complaints Policy

This is a guideline policy produced by Bristol Childminding Support Team. Policies should be written by the childminder to reflect the actual practice within the childminder’s own setting.

1. This is a written statement of procedure in relation to any complaints which a parent makes in writing or by email. This statement explains how I respond to any complaints about my childminding practice.
2. I keep a Complaints Record/log. (The Compulsory Childcare Register stipulates that the log covers the previous three years.)
3. In keeping with good practice I have an Ofsted poster which I display near my registration certificate. (This poster is downloadable from the Ofsted website; search for ‘poster for parents’)

I encourage all parents or carers to discuss the details of their child’s care with me on a regular basis and talk to me about anything which concerns them. I also aim to be open, honest and straightforward with parents, so that we can have a two way flow of information that can resolve problems before they escalate.

However should parents have a concern or complaint, these are the details of the procedure I will follow:

If any concern or complaint is raised verbally, by phone or in person, I will discuss this with the parent and try to resolve the matter. Sometimes organisational or business disputes need to be sorted out, but if the concern is about my ‘practice’, that is, if the concern specifically relates to the requirements of the Early Years Foundation Stage, I will investigate and feedback my conclusions. I will log the details of the concern, the date it was raised, and the outcome of my investigation.*

If a written complaint is made, by e mail or paper, relating to the requirements of the Early Years Foundation Stage, I will investigate and try to resolve the matter in discussion with the parent. I must notify the parent/complainant of the outcome of my investigation within 28 days. The details of the concern and the outcome of my investigation will be recorded in my Complaints Log.

Right at the beginning of a child’s placement I make parents aware that any concerns or complaints can be made directly to Ofsted Compliance, Investigation and Enforcement Team Tel 0300 123 4666. I do this by providing the parent with a Complaints Policy and asking the parents to sign a single record to confirm they have read my policies. I display a poster so that parents are always aware of the current Ofsted contact details.

I understand that, depending on the nature of the complaint, Ofsted may ask the provider to investigate the complaint themselves, or Ofsted may choose to investigate. Ofsted does not seek to uphold or disprove a complaint: Ofsted investigates to check that a provider continues to meet the requirements of the Early Years Foundation Stage.
My Complaints Log must be made available to Ofsted on request and kept for three years.

Parents who are using my service can ask to see my Complaints Log. I will maintain privacy and confidentiality; either by providing a summary of the Complaints Log which gives the date and nature of the complaints in the previous three years without and names or personal family information or, alternatively, I will complete the Complaints Log by referring anonymously to ‘Child A’ or ‘the complainant’

Date of policy……………..
Date reviewed……………..

Allegations
*N.B. If the complaint was of a serious nature, implying or directly accusing me, or anyone in my household or working on my premises, of abusive practice or the maltreatment of children, then I am obliged to inform the Local Authority Designated Officer within one day and Ofsted within fourteen days. If I should ever have to report an allegation to the LADO, please be aware that in order for the LADO to make enquiries and investigate an allegation, this will require me to provide the LADO with a child or children’s names, DOB, and parent’s contact details, in addition to providing details of the allegation.