



November 2023

Complaints Policy

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 for parents](#) which I display near my registration certificate so that parents are aware of who to contact if they believe that I am not meeting the EYFS Requirements (EYFS 3.76)

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. **I will consider if the complaint is of a sufficiently serious nature that it could be classed as an allegation*** If a complaint is made (whether by e mail, text or in conversation) 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 the Ofsted telephone line Tel 0300 123 1231 (press 5, press 1) or enquiries@ofsted.gov.uk I do this by providing the parent with a Complaints Policy and asking the parents to sign 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 and the perceived potential risk to children, Ofsted might ask me to investigate the complaint myself and discuss the outcome of my investigation later at inspection, or, an Ofsted inspector may investigate by phoning or making an unannounced visit. 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, according to the Childcare Register.

Parents who are using my service can ask to see my Complaints Log. I will maintain privacy and confidentiality; Each child in my care will have a Hometime registration number and I will use this to log complaints and incidents in order to be able to show clarity without breaching confidentiality.

Date of policy.....

Date reviewed.....

Allegations

***N.B. If a complaint is 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, or of posing any risk whatsoever to children, then I am obliged to inform the Local Authority Designated Officer within one day and Ofsted within fourteen days.**

The Herefordshire LADO is Terry Pilliner who can be contacted as follows:

Email: LADO@herefordshire.gov.uk

or tpilliner@herefordshire.gov.uk

Tel: 01432 261739

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 parents' contact details, in addition to providing details of the allegation.