Sue Scarbro's Complaints Policy

As a childcare provider, I must take reasonable steps to ensure I have a procedure when dealing with concerns and complaints. I must investigate written complaints relating to my fulfilment of the Early Years Foundation Stage requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request; according to the childcare register, they must be kept for three years.

Parents/carers will be made aware of any proceeding complaints to enable them to make an informed decision about attending the setting.

Enclosed in this pack is a complaints procedure that will help me to meet the following Safeguarding Welfare Requirements of the Statutory Framework for the Early Years Foundation Stage – Safety, (p.29, 3.54, 3.55 and 3.69).

Rationale

I am committed to working in close partnership with parents/carers in order to meet the needs of children and families and to offer the highest quality education and care for all children. I believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. I must follow the requirements of the Early Years Foundation Stage (EYFS), the General Data Protection Regulation (GDPR) and the Data Protection Bill (DPB). By maintaining good communication with parents/carers, I hope that parents/carers will bring to my attention any aspect of the service they are unhappy with in order for the matter to be resolved quickly.

Procedure

Parents/carers can complain about any aspect of my childminding service verbally or in writing. If ever you are unhappy about any aspect of my childminding setting, please talk to me about your concerns. If you would rather discuss a concern out of hearing of your child, an arrangement can be made to discuss this either by telephone or in person at a more convenient time. If the nature of your complaint is in breach of one or more of the statutory requirements of registration, and I have been unable to resolve your concerns by discussion, you will need to put your complaint in writing or in electronic form to me. I will keep a written

record of the nature of the complaint, the action taken, and whether the complaint was resolved. I will provide you with a copy of this within 28 days.

Other parents/carers at my setting will be able to see the record of complaints on request and they will also be shared with all new prospective parents/carers. Records of complaints will be kept for 3 years or between inspections whichever is the longest. I must also make these records available to Ofsted upon request.

If you feel that the complaint cannot or has not been resolved or if you feel you cannot discuss it with me you can contact Ofsted on the General Helpline number 0300 123 1231, through their website https://contact.ofsted.gov.uk/onlinecomplaints or in writing to:

The Applications,
Regulatory and Contact (ARC) Team,
Ofsted,
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD

If you feel your complaint shows I am in breach of Data Protection Law, you can report this concern to the Information Commissioners Office (ICO) which is the UK's independent authority to uphold privacy laws. You can ring them on 0303 123 1113. Their website has more information and a live chat facility. https://ico.org.uk/concerns/

Childminder's Signature: SScarbro

Date: January 2025