



Complaints & Compliments Policy

Complaints

As a registered childminder I aim to work in close partnership with all parents to meet the needs of their children. Any aspects of my care of their child related to the Early Years Foundation Stage (EYFS) or Childcare Registers* you are not happy with then I ask you to bring it to my attention, in order that every effort can be made to resolve the matter. It is a condition of my registration to investigate any complaint.

All complaints will be treated confidentially and, to comply with the requirements of the EYFS will be investigated within 28 days of receipt. Complaints can be made via the following methods:

- Verbally, but I would ask that you do so discreetly and deal with it in confidence.
- Written complaints will be accepted and my email address is nbrooksbank75@gmail.com

Ofsted will be notified of any formal complaints relating to the requirements of the EYFS or the Childcare Register within 14 days and any complaints relating to safeguarding might also be reported to North Yorkshire Safeguarding Children Board (NYSCB). Depending on the nature of the complaint, it will be investigated internally or passed to Ofsted and/or NYSCB to investigate.

I aim to resolve any issues through polite and open discussion. The outcome of the investigation will be discussed with the complainant if contact details are provided. If the complainant is still unhappy, or at any time in the complaints process, they can contact Ofsted (details to follow). Any complaints will be recorded on a formal document and these documents will remain confidential between myself, the complainant and Ofsted should they require to view it. Documents will record:

- name of the complainant;
- date of the complaint;
- nature of complaint, the EYFS requirement to which the complaint relates;
- action taken to resolve the complaint;
- the final outcome.

If parents wish to contact Ofsted direct the contact details are:

- Telephone - 0300 123 1231;
- Address - Ofsted, Piccadilly Gate, Store St, Manchester M1 2WD;
- Email - enquiries@ofsted.gov.uk. The Ofsted parents / complaints poster is displayed.

***Note** – information about my registration on the **Childcare Register** is provided to parents as required by the Childcare Register.

Contacting the Information Commissioners Office - the General Data Protection Regulation (GDPR) is law from 25 May 2018. GDPR states that: *if a data breach that could result in discrimination, reputation damage, financial loss or loss of confidentiality occurs*, providers must report the loss within 72 hours and parents have the right to complain. Parents can contact the Information Commissioners Office (ICO) for further information and to make a complaint: <https://ico.org.uk/for-organisations/report-a-breach/>.

Retention requirements

The EYFS requires me to keep a written record of the complaint to share with Ofsted; I might be required to share it with other legislative bodies depending on the nature of the complaint.

The Childcare Register (relating to children over the age of 5 years) requires me to keep a written record of the complaint for 3 years, including details about the outcome of the investigation and any action taken.

To comply with GDPR the Complaint Record and other documentation will be destroyed after the required retention period.

Compliments

One way to improve my service is to understand what I do well; therefore, I will be available for parents to give positive feedback and compliments. I will keep written compliments in my Complaints and Compliments folder without any confidential information included.