



CHRIS'S CHILDCARE CENTRE

POLICIES AND PROCEDURES

As a registered childminder I aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. I expect that parents will immediately bring to my attention any aspect of my service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to me verbally, or in writing.

It is a condition of my registration to investigate all written complaints relating to the fulfilment of the Statutory Framework for the Early Years Foundation Stage and/or the Childcare Register. I will notify the complainant of the outcome within 28 days of the receipt of the complaint.

I display @homechildcare poster for parents which introduces @Homechildcare. Regarding their childcare responsibilities and gives @Home childcare contact details. You can complain or compliment my service to @Homechildcare by calling:

01159783399

Or you can write to:

@Homechildcare

Sherwood Rise Business Centre
6 Sherwood Rise
Nottingham
Nottinghamshire
NG7 6FJ

childminding@homechildcare.co.uk

Procedure (how I will put the statement into practice)

I will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days.

I will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but as required, I will provide Rutland Early Years, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

I will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) or Childcare Register requirements to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.

www.chrisschildcare.com

Last Updated 01/10/2025.



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- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me, please contact Rutland Early Years.

REY's produces guidance on concerns and complaints about childminders and childcare providers. This is available on the REY, s website and provides guidance on the complainant's right to contact REY's.

Childminder's name	Christine Nelson
Childminder's signature	
Date	
Parent(s)' name	
Parent(s)' signature	
Date	

Date policy was written	18/08/2021
This policy is due for review on the following date	01/04/2022 31/01/2025 01/04/2023 01/10/2026 01/04/2024

This policy supports the following requirements and standards:

England

Meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements and the requirements of the Childcare Register



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Information and Records, Complaints

Date	Name	Complaint	Action	Who By