

Complaints record

¹ **Date** of complaint –

² Source of complaint - tick as appropriate	
Parent (in writing, including email) Parent (in person) Parent (phone call) Anonymous	Ofsted (include complaint number) Other (please state)
³ Nature of complaint - tick as appropriate	
Learning and development Safeguarding requirements Health requirements Managing behaviour Safety & suitability	Equal opportunities Information & records Financial /contract dispute Other(please state) –
⁴ Details of the complaint –	
Continue overleaf if necessary	Early Years / Childcare Register Delete as appropriate
If the allegation is of abuse or serious harm inform LSCB & Ofsted as stated in the EYFS (requirement 3.8)	

Dealing with the complaint

⁵ How the complaint was dealt with	Details –
Internal investigation Investigation by Ofsted Investigation by other agencies (state details)	
⁶ Actions	Details –
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies	
⁷ Date the person who raised the complaint notified of outcome –	⁸ Comments –
EYFS & Childcare Register – notification must be within 28 days	
⁹ Date complaints procedure completed – Attach all relevant documentation	
¹⁰ Childminder’s name – Signature – Date –	
Childcare Register - this document must be retained for 3 years EYFS – this document must be made available to Ofsted on request (requirement 3.73)	

Updated 04.2012

How to complete the complaints record

1. **Date** – this must be recorded because you have 14 days to deal with the complaint;
2. **Source** – record details about the person who made the complaint, but be aware of confidentiality. Use notes eg 'child A' or 'adult B' when recording information of this nature;
3. **Nature** – this relates to the EYFS (2012) requirements. You need to decide which requirement is appropriate and tick;
4. **Details** – make a brief note of the details of the complaint, including which register it relates to for reference;
5. **How** – this relates to how you dealt with the complaint. Tick the relevant method you used and write any additional details in the box. Record details such as if you interviewed other parents, whether you involved any other staff members in the investigation, whether you asked outside agencies for advice or approached them for guidance etc;
6. **Actions** – what you must do to resolve things. Maybe Ofsted have given you actions that must be completed. In some cases other agencies might tell you that you must do something to retain your registration.

If you work with staff or other childminders and someone was dismissed as a result of the complaint, you must inform Ofsted – 0300 123 1231;

7. **Date complainant informed** – you are obliged to inform the person who made the complaint about the outcome within 28 days of receiving the complaint. If the complainant remained anonymous, you should retain the information in case the complainant makes themselves known to you in the future;
8. **Comments** – you might want to record any comments made to you by the complainant when you inform them about the outcome of the complaint;
9. **Date procedure completed** – state when the whole thing is finished. Clip any relevant documentation to the back, remembering confidentiality for the complainant;
10. **Childminder's details** – sign and date the form and put it in your complaints book.

This is a breakdown of the requirements of the EYFS (2012) for reference –

- **Learning and development requirements**
- **Safeguarding and welfare** including –
 - Child protection
 - Suitable people
 - Disqualification
 - Staff taking medication
 - Staff qualifications, training, support and skills
 - Key person
 - Staff: child ratios for childminders
- **Health** including –
 - Medicines
 - Food and drink
 - Accident or injury
- **Managing behaviour**
- **Safety and suitability of premises, environment and equipment** including –
 - Safety
 - Smoking
 - Premises
 - Risk assessment
 - Outings
- **Equal opportunities**
- **Information and records** including –
 - Information about the child
 - Information for parents and carers
 - Complaints
 - Information about the provider
 - Changes that must be notified to Ofsted

Notes about complaints records

- **Writing your own paperwork** - if you want to write your own complaints record, that is fine but it must include all the information as above.
- **Sharing your complaints record** – there is no requirement to share this information with anyone other than Ofsted. If a complaint is investigated by Ofsted and an action is given it will be published on the Ofsted website and parents might ask to see a record of the complaint. Be aware of confidentiality for the complainant at all times.
- **Retaining the record** – there is no requirement to keep the complaint record for a specific length of time. However, it would seem good practice to retain a copy at least until the next Ofsted inspection.
- **After a complaint** - once you have calmed down, spend some time reflecting on how your future childminding might benefit from what has happened. You might, for example, feel you want to re-write some policies or deal with parents and children in a different way from now onwards. This will make a positive come out of a negative and improve your business as a result.
- **Written policies and procedures** – while there is no requirement for childminders to have written policies and procedures for the EYFS (2012), the Childcare Register (compulsory and voluntary) does require a written complaints policy.

In the procedure you might state the requirements (why you are writing the complaints procedures) –

The Childcare Register states 'Childminders must have a written statement of procedures to be followed in relation to complaints which relate to the requirements of the Childcare Register and which a parent makes in writing or by email' AND 'Childminders must make the following information available to parents - copies of the written statements of complaints procedures'.

You might then follow with an outline of your complaints procedure –

Procedure for making complaints

If you want to make a complaint against me, please contact me and we will arrange a convenient time to discuss your concerns

I am legally obliged to investigate all written complaints relating to my fulfillment of the EYFS (2012) requirements within 28 days.

If you prefer not to speak to me, you can put the complaint in writing to me – *insert your contact details*

Contacting Ofsted

If you wish to make a formal complaint, you can contact Ofsted –

Telephone - 0300 123 1231

Letter - write to Ofsted at Piccadilly Gate Store Street Manchester M1 2WD.

Email – enquiries@ofsted.gov.uk

Please note –

Depending on the nature of the complaint, I will investigate it myself or pass it to Ofsted to investigate.

I will inform you about the outcome of the complaint within 28 days

I am legally required to keep a written record of the complaint to share with Ofsted. The Childcare Register 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.

I have a copy of the EYFS (2012) and Childcare Register requirements available for parents to view at any mutually convenient time and confirm that I comply with all the requirements of both documents.

Signature (childminder) –

Date –

Latest review – 04.2012 to take reflect the new EYFS (2012) requirements