



**Rutland Early Years**



# Complaints Policy

REYAL registration number: [RA000520](#)

As a registered childminder I aim to work in close partnership with all parents, to meet the needs of your children.

If there is any aspect of my service you are not happy with, please bring it to my attention and I will make every effort to resolve the issue through frank and open discussion. You can put the complaint to me verbally or, if you prefer, formally in writing or by email.

I will keep a written record of all complaints and their outcome for at least two years.

I will maintain confidentiality but will provide [REYAL](#) on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

## Stopping a complaint from happening

- I will agree with you and put in writing all the details of the contract between us (myself and parents) prior to the beginning of the childminding relationship.
- I will show you the latest versions of my policies and procedures and will offer you a copy.
- I will always endeavour to follow the policies and procedures.
- I will encourage open dialogue in the relationship with you so that any misunderstandings can be sorted out.
- I will offer all parents a copy of this procedure so that they understand that they are able, if they see fit, to contact [REYAL](#) to complain about an aspect of my care

## Complaints procedure





## Rutland Early Years



I will record the details of the complaint including:

Name of the complainant

Date of the complaint

Details of the complaint

Action taken to resolve the complaint

The final outcome, including any training identified and implemented where necessary.

I will keep a copy of any correspondence or written explanation with the parents concerned and prepare a summary of the complaint that would be available if any parents wished to see it.

I have a legal obligation to investigate it and respond to the parents within 28 days.

I will inform REYAL.

I will tell the parents of any action I have taken or intent to take as a result of their findings.

I will discuss with the parents the suitability of me continuing to look after their child, unless the parents have already terminated the contract

I will seek legal advice as appropriate.

I will keep written complaints in my Complaints and Compliments folder.

If a formal complaint is made against me NOT relating to the EYFS Statutory Framework:

I will keep a copy of any correspondence or written explanation with the parents concerned.

I will attempt to discuss the nature of the complaint with the parents and resolve the complaint amicably.

I will seek legal advice as appropriate

I will discuss with the parents the suitability of me continuing to look after their child, unless the parents have already terminated the contract.

I will keep written complaints in my Complaints and Compliments folder.

If you wish to make a complaint to my Agency





## Rutland Early Years



The Agency contact details are as follows:

Telephone: 07908882120 for complaints  
Post: Rutland Early Years Agency Ltd,  
Complaints Dpt,  
4 Ferrers Close, Oakham,  
Rutland, LE15 6PW.

My REYAL registration number is: RA000520

GDPR May 2018

If you wish to make a complaint regarding a data breach or if you think I am not processing your data appropriately you can contact the Information Commissioners Office – <https://ico.org.uk/for-organisations/report-a-breach/>

