



Complaints and Grievances Policy

(EYFS Updated - September 2025)

Policy Statement:

At Little stars Childminding, we work closely with families and is an integral part of what we do, and this is done with mutual respect. A strong working partnership enables me to share the 'day to day' information, whilst occasionally having difficult conversations around any issues that arise. These open channels of communication help ensure I am supporting both the children and their families to the best of my ability.

Complaints are dealt with within 14 days and are told to Ofsted within 20 days.

If a parent is unhappy with any aspect of my childminding business, I hope they can speak with me directly about this, and I will do my utmost to ensure this concern is resolved effectively. As part of this, I will provide a private space and/or time for this conversation to take place.

However, if a parent feels that the complaint has not been resolved, or they do not want to discuss it with me, they can contact Unique support childminding agency directly about the issue. Please note that Unique support childminding agency are concerned with children's safety and welfare, and they will not help with business disputes or personal disagreements. The government has produced a document

entitled, 'Information for Parents on Ofsted's role in Regulating Childcare', that parents may find useful.

Unique support childminding agency can be contacted through the following channels;

- Call **07865 815492 / 07377585423**
- Email info@usearlyyears.co.uk

Open Communication:

- We promote transparent, open dialogue and provide various accessible channels (written, email, face-to-face) for parents & staff to share feedback, concerns, or complaints.
- Feedback is actively welcomed as it provides essential insights for continuous improvement in our practice.

Receipt of Complaints:

- Clear instructions on how to raise concerns, including contact details for the designated complaints handler, will be provided to all parents.
- Confidentiality and privacy will be rigorously upheld throughout the complaint submission and handling process.

Handling Complaints:

- All complaints will be acknowledged promptly, typically within 48 hours, to confirm receipt and action commencement.
- Complaints are handled objectively, confidentially, and fairly, safeguarding the dignity and rights of all parties involved.
- Comprehensive records of all complaints, including actions taken and outcomes achieved, are maintained securely.

Investigation and Resolution:

- Complaints undergo a thorough, impartial investigation, gathering necessary information, interviewing witnesses, and reviewing documentation as required.
- Resolution of complaints is prioritised, typically achieved within 10 working days from receipt, with clear, transparent communication to the complainant.
- Investigation outcomes, including the resolution and subsequent actions, are communicated clearly in writing.

Confidentiality and Privacy:

- Utmost confidentiality is maintained, with information shared only with individuals directly involved in addressing and resolving the complaint.
- Third-party involvement occurs only with explicit consent from the complainant, when necessary for resolution.

Appeals Process:

- Dissatisfied complainants have the right to appeal the decision. Appeals must be submitted in writing, clearly outlining reasons and any additional supporting evidence.
- Appeals are reviewed objectively by an independent person or designated representative uninvolved in the initial complaint.
- The outcome of the appeal is communicated clearly and in writing, marking the final resolution of the complaint.

Monitoring and Learning:

- Complaints and their resolutions are regularly monitored, analysed, and reviewed to identify trends, recurring issues, and opportunities for service enhancement.
- Insights gained from complaints will inform our continuous quality improvement efforts, enhancing the overall care provided.

Review and Monitoring:

- Annual reviews, or more frequently as necessary, ensure policy effectiveness, legislative compliance, and alignment with EYFS updates.
- Ongoing feedback informs revisions and refinements of our complaint-handling practices.

Alignment with EYFS 2025 Changes:

- This policy incorporates EYFS 2025 revisions, emphasising robust, responsive, respectful, and transparent complaint management procedures.

Signed: A.Mcpherson

Date: 13/09/2025