



Complaints Policy

Policy Created: 17/05/2025

This policy is reviewed on an annual basis.

What the Early Years Foundation Stage Says...

3.74. Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

3.75. Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

What I say...

I am a member of the childminding community and registered with SCA as my childminding agency. At Abigail's home nursery I provide a quality-led, safe, hospitable, home-based educational environment for the children and families I work with. I have agreed to abide by SCA provider commitments and work within the terms of our agreed contract to ensure that all aspects of your experience with me are delightful.

However, there may be times when you are not happy with some part of the service I have provided to you. Please come and speak to me directly in this case so I can identify the cause of the complaint and work together to find a solution. Face to face communication is far better in these instances to avoid misunderstandings. I will always make every effort to accommodate these conversations at a suitable time for you, ideally when there are no children present. If you prefer not to discuss the issues with me in person then please email me on abigailshomenursery@gmail.com.

The EYFS (Early Years Foundation Stage) says that I must investigate any complaints that relate to the EYFS requirements and respond to you within 28 days. In some instances, it may be more appropriate for SCA to investigate the complaint, in which case I will pass all details to them to investigate. In either case, you will receive written notification of the outcome of the complaint within 28 days.

I keep a complaints log which will be shared with SCA as my registering body. All data relating to complaints is strictly confidential.

Sample complaints log:

Date and time of complaint	Complainant Name	Nature of complaint	My investigations	Outcomes and any improvements made	Information sent to complainant within 28 days? Attach docs.

If you remain unsatisfied with the outcome of your complaint please contact :

SCA Phone Number: 01728746970 - SCA Email Address: hello@scachildcare.co.uk