

The Early Years Foundation Stage (EYFS)

The EYFS is the statutory framework in England. The latest version is here:

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

The requirements of the EYFS in relation to complaints state:

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. Childminders must:

- Investigate written complaints relating to how they are fulfilling the EYFS requirements.
- Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make the record of complaint/s available to Ofsted or the relevant CMA on request.

Childminders must make available to parents and/or carers the details about how to contact Ofsted ... if they believe the childminder is not meeting the EYFS requirements.

The Childcare Register

The register for children over the age of 5 years is the Childcare Register. There are 2 parts – the compulsory register and the voluntary register. The Childcare Register is here:

<https://www.gov.uk/guidance/childminders-and-childcare-providers-register-with-ofsted/registration-requirements>

The requirements of the compulsory Childcare Register in relation to complaints state that providers must:

- Have a written complaints policy and fully investigate each complaint.
- Keep written records for 3 years of any complaint, the investigation outcome and any action taken.
- Respond (in writing, if requested) to the parent who made the complaint, setting out the findings of the investigation and any resulting actions – you must do this as soon as reasonably possible but within 28 days of the complaint being made.
- Provide, if we ask for it, a summary of complaints for the last 12 months and any action taken, or a list of all complaints made during the last 3 years, within a reasonable timeframe that we specify

You must give the following information to parents whose children you look after:

- Copies of your written policies.

This is a statutory policy for the Childcare Register which must be shared with parents.

Ofsted also provide a poster with their contact details which can, if you wish, be displayed in the setting.

You are advised to provide parents with a copy of the poster – this can be done electronically.

You can place the poster in your complaints file with your policy and blank complaints forms.

The poster was updated with a new contact number - November 2024:

<https://www.gov.uk/government/publications/poster-for-parents-childcare>

Parents



Ofsted registers, regulates and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements in the early years foundation stage statutory framework and/or the Childcare Register. These requirements relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us:

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can write to us at:

enquiries@ofsted.gov.uk

**Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD**

If you have a concern or complaint, you can ring:

0300 123 4666

For more information, search for 'Guides for parents: how early years settings are inspected' or scan the QR code:



If you would like information about the availability of childcare in your local area, please visit www.gov.uk/find-local-council to find your local council.

Written by: *Anouska Abeyesekera* Date: *15/2/25*

The statutory framework for children under the age of 5 years in England is the Early Years Foundation Stage (EYFS). I must also comply with the Childcare Register requirements for children over the age of 5.

It is a requirement of the Childcare Register to write this policy and share it with parents.

If parents wish to make a complaint about any aspect of my care of their child related to the early years or Childcare Registers, they can do so verbally or complete a form which will be provided on request.

Depending on the nature of the complaint, it will be investigated internally or passed to other agencies and / or professionals to investigate. The outcome of any investigation will be shared with the complainant if contact details are provided. The complainant can also contact Ofsted – details on the Ofsted poster.

I am required to keep a written record of the complaint to share with Ofsted and I might be required to share the complaint with other agencies depending on the nature of the complaint. The Childcare Register (relating to children over the age of 5 years) 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. To comply with data protection legislation, the Complaint Record and other documentation will be shredded (paper records) or securely deleted (online records) after the required retention period.

If a complaint is made regarding a data breach, related to the General Data Protection Regulation (GDPR) or UK data protection legislation, I must report the breach within 72 hours. The Information Commissioners Office (ICO) state that parents have the right to complain: 'If a data breach could result in discrimination, reputation damage, financial loss or [if] loss of confidentiality occurs.'

There is further information on the ICO website: <https://ico.org.uk/for-organisations/report-a-breach/>.

If you have any questions, please ask. Thank you.

Signed:



Policy updates

Review date:

Updated 08.2021: wording reviewed and adapted where relevant to comply with the changes to the Early Years Foundation Stage (EYFS).

Updated 08.2023 – general wording check to ensure policy is current and valid.

Updated 01.2024 – to reflect changes to the Early Years Foundation stage (EYFS) for childminders 2024 and notification from Ofsted that the parent poster does not need to be displayed in the early years setting and can be made available to parents electronically.

Updated 11.2024 – latest Ofsted poster inserted into guidance.

Updated 01.2025 – general wording check to ensure policy is current and valid.

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