Complaints Policy

Policy Created: 20/08/2020
Reviewed: 13/07/2026

The Early Years Foundation Stage Statutory Framework for childminders states:

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 or their CMA as appropriate, if they believe the childminder is not meeting the EYFS requirements.

What my policy states:

I am a member of the tiney community and registered with tiney as my childminder agency.

As a tiney childminder I provide a quality-led, safe, hospitable, educational environment for the children and families I work with. I have agreed to abide by tiney's 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 with you to find a solution. Face to face communication is far better in these instances as it helps 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 use any other form of communication (text, in-app message, email, letter) to let me know about your concerns.

The EYFS (Early Years Foundation Stage statutory framework for childminders) 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 tiney 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 tiney 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 the complainant within 28 days? Attach docs.

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

0204 579 9034
tiney.co website

Furthermore, an anonymised summary of all complaints received by me will be available for all prospective and existing parents to review on request.