

Complaints

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The statutory framework in England is the Early Years Foundation Stage (EYFS). The latest version of the framework is here: <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

This is a statutory policy which must be shared with parents.

The requirements of the EYFS in relation to complaints state:

- **Policy:** 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.
- **Investigation:** 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.
- **Sharing and retention:** the record of complaints must be made available to Ofsted on request. Records must be retained for 'a reasonable period of time'.

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 Childcare Register in relation to complaints state that you must:

- **Policy:** have a written complaints policy and fully investigate each complaint.
- **Records and retention:** keep written records for 3 years of any complaint, the investigation outcome and any action taken.
- **Response:** 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.
- **For Ofsted:** 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.

Ofsted also provide a poster with their contact details which is displayed in the setting.

The most recent poster was updated September 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.

Complaints policy statement

If parents wish to make a complaint about any aspect of my care of their child related to the Early Years Foundation Stage (EYFS) or Childcare Registers, they can do so verbally; alternatively, they may complain in writing via letter or email.

Complaints procedures

Investigation: Ofsted must be notified of any complaints relating to the requirements of the Early Years Foundation Stage (EYFS) or the Childcare Register and any complaints relating to safeguarding will also be reported to the Local Safeguarding Partners. Depending on the nature of the complaint, it will be investigated internally or passed to other agencies and / or professionals to investigate. If the complaint relates to the childminder, a member of the household and/or visitor, then LADO must also be informed.

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.

Sharing and retention: We are required to keep a written record of the complaint to share with Ofsted and the complaint may be required to be shared with other agencies, depending on the nature of the complaint. The Childcare Register (relating to children over the age of 5 years) requires the setting 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.

Further complaints considerations

Data protection: if a complaint is made regarding a data breach, related to the General Data Protection Regulation (GDPR) or UK data protection legislation, this must be reported 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/>.

Signed:



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Policy updates
