

## Complaints procedure for a registered childminder (RCM)

The purpose of this process is to record any complaints made in relation to your provision, which involve issues of practice, communication or any area covered by The Requirements for Registration under the terms of The Day Care of Children (Jersey) Law 2002.

These records will be checked at visits by registration officers and may be required by other agencies in the case of investigations.

### SAFEGUARDING CONCERNS

As with all situations should the issue appear to be a safeguarding or child protection concern, The Multi Agency Safeguarding Hub (MASH) Tel: 519000 **MUST** be notified.

Should an investigation take place by MASH, Childcare Registration (CCR) must be part of that investigation and you will be required to co-operate with officers from the agencies involved.

Often a concern can be resolved with a simple conversation. This is usual practice. If the concern cannot be resolved this way it is important to follow the procedure below:

1. **RCM** must log the details, together with the action taken in an attempt to resolve the issue.
2. **RCM** will provide information on the complaints process carried out by CCR, for anyone wishing to make a complaint about their practice.
3. Those who contact **CCR** will be directly alerted to the complaints process. If they find the problem cannot be resolved by following this process, CCR may become involved.
4. **CCR** will ask the complainant to put the complaint in writing.  
*(All complaints received in writing will be investigated using this process).*
5. **CCR** will check your complaints log at the visit to see how the process has been recorded and actioned and we will discuss the complaint with you.  
*This log will help us to see how you have tried so far, to resolve the problem.*
6. **CCR** will record this statement together with any further information or evidence to support the outcome of the concern, and agree any further steps.
7. Both the **RCM & CCR** will sign an agreed copy of this statement.
8. **CCR** will send a copy to the complainant and the RCM.

9. If unable to conclude the complaint at the visit, **RCM** may be asked to provide a statement / further evidence to CCR within 5 working days of the initial visit.
10. **CCR** collate all evidence and take to a panel for a conclusion.
11. **Panel** review the issue and provide a response within 20 working days to CCR, the RCM and the complainant.

**Possible Action / consequences:**

- No further action necessary, a response will be made to the RCM and complainant by CCR
- Action Plan required (monitored by CCR)
- In the case of a panel referral, recommendations will be determined and actioned by the Minister for Education

**Summary of the complaints process for a registered childminder:**

- Discuss the concern with the complainant to enable a suitable outcome if possible
- Log any complaint/concern, recording the date, time, issue, action taken, by whom and outcome. Sign and print name of person(s) involved and complainant(s) present
- Record of further action e.g. escalation to CCR. Sign and print name of person(s) involved and complainant(s) present
- Keep records for inspection at registration visits

**Please note Childcare Registration cannot become involved in contractual disputes. You can refer these to Citizens Advice Tel: 724942 or email [advice@cab.org.je](mailto:advice@cab.org.je)**