



As a voluntary, non-profit association our committee members work hard to help all association members and their families work in close partnerships. We encourage effective communication between both parties and will always try to aid this. However, this may not always be the case and the JACC will be there to support both parties.

In relation to above statement about effective communication we would hope that both child minder and parents alike would bring any aspect of the service, contract, payment, or relationship that either party were not happy with to between themselves in the first instance.

If there is a safeguarding concern from either party, we would advise you to contact our JACC Designated safeguarding lead via email: [jaccsafeguarding@gmail.com](mailto:jaccsafeguarding@gmail.com) in this email please CC in CEYS (Children early years' service) : [ceys@gov.je](mailto:ceys@gov.je) and [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je). Our JACC DSL email is private and only our trained DSL's have access to this.

If the complaint is not able to be resolved between either party, then please contact us: [jaccjersey@gmail.com](mailto:jaccjersey@gmail.com) or via phone/WhatsApp on 07797868770 and someone will endeavor to get back to you.

We will keep a record of all complaints for a retention period of three years and their outcome. Confidentiality will be maintained but, as required should CEYS or Children's, family hub request information we will share the information.

Information recorded will be:

1. The name and date of the person making the complaint.
2. What the complaint relates to
3. Action taken in response to the complaint (the investigation)
4. The outcome of the complaint (the resolve or how it has been resolved and then the improvement of said issue)

If you do not feel like we have managed the complaint fairly, please contact CEYS on:01534449387 or email: [ceys@gov.je](mailto:ceys@gov.je)

This policy supports the following requirements: Government of Jersey, Early years Statutory requirements, 5.1.1 – the process parents and minders should follow if they have a concern or complaint.

Date policy was written: 22/01/2024

Policy was written by: Christina Jandron (JACC Chair)

Date for policy review: 22/09/2024.