

Full text Draft Childminding Regulation 23

Part VI

Notifications and Complaints

Regulation 23 - Complaints

- (1) A registered provider of a childminding service shall ensure that the complaints policy of the service specifies—
 - (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
 - (b) the manner in which such a complaint shall be dealt with, and
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider of a childminding service shall ensure that—
 - (a) a record in writing is kept of a complaint made to the childminder in respect of the childminding service, and
 - (b) the complaint is duly dealt with in accordance with the complaints policy of the childminding service.
- (3) A record in writing referred to in paragraph (2)(a) shall—
 - (a) include the nature of the complaint and the manner in which the complaint was dealt with, and
 - (b) be open to inspection on the premises by an authorised person.
- (4) A registered provider of a childminding service shall ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 3 years from the date on which the complaint has been dealt with.
- (5) The requirement in paragraph (4) is without prejudice to any requirement to retain the record in writing referred to in paragraph (2)(a) under any other enactment or rule of law.

Childminding Regulations 2024 – DCEDIY Explanatory Guidance

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This Regulation set out the requirements in relation to complaints. A childminder must have a complaints policy and that policy must outline the procedures for making a complaint and how that complaint will be dealt with. The regulation also specifies that complaints must be dealt with in line with the policy. Records of complaints must be kept for 3 years.