GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Complaints Policy

Policy statement

At Gems tiney Home Nursery, we welcome feedback and take concerns seriously. We aim to resolve difficulties fairly, promptly and respectfully, with children's safety and wellbeing at the centre of our response. Raising a complaint will not result in a child or family being treated unfairly.

Gemma Bayley is responsible for handling complaints about the setting. We are registered with tiney, a childminder agency. This written procedure explains our arrangements; the EYFS requires childminders to record complaints and outcomes, investigate written EYFS complaints and notify complainants of the outcome within 28 days, although it does not require childminders to have a written procedure.

Raising a concern

Please speak to Gemma as soon as possible so we can understand and try to resolve the concern. We can arrange a private conversation at a suitable time. You may also contact us through the tiney app, by phone, text, email or letter using the setting's usual contact details.

You do not have to raise a concern verbally before putting it in writing. Please explain what happened, when, who was involved and what you would like us to consider. We will offer reasonable support if you need help communicating a complaint or accessing this procedure.

Written complaints and investigation

Written complaints, including written messages through the tiney app, are recorded with the date received. Gemma will acknowledge receipt promptly, clarify the concern where needed and consider relevant records and information fairly.

We investigate written complaints about how we meet EYFS requirements and notify the complainant of the outcome within 28 days of receipt. Our outcome is provided in writing and explains the findings, action taken or planned, and how to escalate if you remain dissatisfied.

Where appropriate, we seek advice or assistance from tiney. This must not delay urgent protective action or remove our responsibility to meet the applicable complaint timescale. We keep the complainant informed, while respecting confidentiality and any restrictions imposed by safeguarding authorities.

Safeguarding concerns and allegations

If a complaint suggests a child has been harmed or may be at risk, safeguarding procedures take priority immediately. We follow our Safeguarding and Child Protection and Allegation of Abuse policies, including necessary referrals to children's social care, LADO, police and tiney.

A safeguarding concern does not need to wait for this complaints process or for a 28-day response. If anyone is in immediate danger, call 999. If an allegation concerns Gemma, contact tiney and the relevant safeguarding authority directly rather than asking Gemma to investigate herself.

Escalating to tiney

If the complaint remains unresolved, you can submit it in writing to tiney through the app or by email. Tiney's published complaints procedure states that it will acknowledge a written complaint within seven days and provide a written response within 28 days of receiving it.

Tiney contact: community@tiney.co | 0203 886 0966. You can also use the in-app contact route. Current published procedure: https://help.tiney.co/en/articles/6379860-tiney-complaints-policy.

Parents may contact tiney directly if they believe the setting is not meeting EYFS requirements, or where it is inappropriate or unsafe to raise the matter with Gemma first. Safeguarding concerns should also be reported directly to the relevant authorities where needed.

Complaints about the agency and Ofsted

Ofsted regulates tiney as a childminder agency; it does not directly regulate individual tiney-registered childminders. Complaints about this setting should therefore be raised with tiney as the registering agency.

If you are dissatisfied with tiney's handling of a complaint, follow tiney's agency complaints procedure. You can then raise concerns about the agency with Ofsted: enquiries@ofsted.gov.uk | 0300 123 4666. Current guidance: https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure.

Ofsted considers regulatory concerns and cannot resolve contractual disputes or award compensation. Tiney's current terms also explain that it does not make rulings or mediate financial disputes; independent advice may be needed for unresolved fee or refund matters.

Recording and confidentiality

We maintain a secure record of complaints and their outcomes, including the date, nature of the concern, steps taken, findings, action and when the complainant was notified. Records are made available to tiney or Ofsted on request as required by the EYFS.

Personal information is shared only where necessary to address the complaint, safeguard children or comply with legal duties. An anonymised summary is available to prospective and existing parents on request, with care taken to protect children's and families' identities.

Records are retained under our retention and data protection arrangements. Confidentiality cannot be promised where information must be shared for safeguarding or other legal reasons.

Review and improvement

We use findings and feedback to improve practice, review policies and identify training needs. This policy is reviewed annually or sooner if EYFS requirements, tiney procedures or our arrangements change.

References: current EYFS childminder framework, complaints requirements; tiney's published Complaints Policy and General Terms of Use; Ofsted's published complaints procedure.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027