



Early Years Manage Complaints

Complaints made about a childcare provider can be displayed and updated. To display the complaints, search for the provider or service and click the **Complaints** link.

Displaying Complaints for a Childcare Provider

Menu: **Focus | Early Years | Search for Provider**

1. Enter one or more search criteria and click the **Search** button:
 - A full or partial **Provider Name**.
 - A full or partial **Postcode**.
 - A **DCSF URN**.
 - Select a **Status**.
 - Select a **Funded Status**.

Wildcards of %% can be used.

Provider Name	DCSF URN	Status	Provider Address
Beeches Special School	0	Not Yet Open	
Bumble Bee Nursery	000100	Open	

2. Select the required provider in the results list and click the **Open In New Window** button to display the **Maintain Provider** page.

3. Click the **Complaints** link on the **Links** panel to display the **Complaints** page with a list of any current complaints made about the provider.

Displaying Complaints for a Service Provision

Menu: **Focus | Early Years | Search Service Provision**

1. Enter one or more search criteria and click the **Search** button:
 - A full or partial **Provider Name**.
 - A full or partial **Service Name**.
 - Select a **Service Type Description**.

Wildcards of %% can be used.

Provider Name	Service Name	Service Type Description	Service Address	Reference Number	DCSF URN	Locality	Area	Ward	FID Type
Bumble Bee Nursery	Bumble Bee Nursery - Full Day Care	Full Day Care				Bedford	Bedford		ECD

2. Select the required service in the results list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Complaints** link on the **Links** panel to display the **Complaints** page with a list of any current complaints made about the service provision.



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Updating Complaint Details

To record a new complaint:

1. Click the **Add** button to display the **Complaint Details** page.

To update a complaint, select it and click the **Edit** button.

To remove the complaint, select it and click the **Remove** button.

2. On the **Complaints** panel, select a **Type** from the drop-down (*Lookup Table ID: 0476*).
3. If required, click the browse to display the **Person Enquiry** dialog and select a **Complainant Summary**.
4. If required, select an **Action** from the drop-down (*Lookup Table ID: 0477*).
5. If required, select an **Outcome** from the drop-down (*Lookup Table ID: 1143*).
6. If required, click the **Complaint Memo** button or the **Action Memo** button to record a corresponding memo.
7. If required, enter appeal details on the **Appeals** panel:
 - a. Select an **Appeal To LA Date**.
 - b. Select an **Appeal To LA Outcome** date.
 - c. Select an **Appeal To Law Date**.
 - d. Select an **Appeal To LA Outcome** date.
 - e. Enter the **Time Spent** on the appeal.
 - f. Click the **Appeal Memo** button to enter a memo.
8. If required, enter **User Defined Fields**.
9. Click the **Save** button.

Complaint Date	Type	Complainant	Outcome	Time Spent
07/04/2015	Too many children			0 Day(s) 0 Hr(s) 0 Min(s)



Related Reference Guides:

- **EY_Search for Provider**
- **EY_Log New Communication**
- **EY_Manage Job Vacancies**
- **EY_Service Provision Availability and Capacity**
- **EY_Service Provision Service Charges**