COMPLAINTS POLICY AND PROCEDURE

Introduction

We recognise the importance of relationships between all our parents/carers and staff based on mutual respect, trust and honesty. We acknowledge the importance of the parent's contributions to our services, as the primary educator of their children.

Therefore, we take any concerns, issues or complaints raised by parents/carers very seriously. Any issue raised with us will be handled in the utmost confidence and resolved within 28 days. Where concerns require further investigation, prolonging the complaint process, regular updates will be given to serve as reassurance that the complaint process is still ongoing.

In the main, any complaint will be informally investigated. However, we recognise that dependant on the severity of the complaint; a more formal means must be used. We acknowledge the importance of resolving any complaints that are made known to us at the Centre; however, we recognise that the matter may have to be dealt with by the Voluntary Managed Committee and Ofsted.

Through the implementation of this policy we aim to resolve any complaints, issues or concerns that are raised with us at the Centre. Taking this approach enables us to work in partnership with parents, developing relationships between them and our staff based on mutual respect, trust and honesty. We recognise that this enables us to improve the quality of service we provide to our families.

Procedure

Parents and cares

Informally
In the event that a parent/carer has a cause for complaint, they may speak in the first instance to their Key Person, the Room Leader or any of the Management Team, who will aim to resolve the complaint. The issue **must** be discussed immediately and a resolution found. Where further investigation is required:

The member of staff will refer the matter on to the Centre Manager who will inform the parent that the matter requires further investigation, setting a time for feedback. The Centre manager will log the complaint on the Complaint Form and where considered appropriate, inform the Responsible Individual (RI) on the Voluntary Managed Committee immediately of the situation. Information on the number of complaints will be given to the Committee via monthly Management Meetings Minutes. The Centre Manager will investigate the complaint and conclude what action is necessary to resolve the situation. This is logged on to the complaint form and shared verbally with the parent at the arranged time. Where any individual is identified, this must be shared with the parent.

Formally
Where the informal route has failed to provide a resolution, then a more formal procedure **must** be followed.

If you are the parent or carer and you make a formal written complaint about one or more of the requirements or conditions of registration, we must carry out an investigation. We must tell you about the outcome of our investigation, and any action taken, or plan to take, as an outcome of your complaint. We will do this within 28 days of receiving your complaint.

The RI on the Voluntary Managed Committee will contact the parent and arrange to meet with the parent to discuss the details of the complaint form and agree further action or investigation, setting a timescale to report back to the parent. The Centre Manager will review the details of the complaint form and conduct further investigation and notify them of the complaint. Parents will be offered the option of written feedback.

Resolution of a complaint may include any of the following:

- There are no grounds of complaint
- There is recognition that the complaint is reasonable in a whole or in a part
- An apology will be made
- An explanation of what happened and why will be given
- An admission that the situation could have been handled differently or better will be made place to relevant re-occurrence
- The policies and procedures will be reviewed in light of the complaint

Record and Storage of Complaints

All complaints, including results of investigations, will be logged on the complaints form. On resolution of a complaint, the complaint form **must** be signed off by the Centre Manager and stored securely in the complaints folder in alphabetical order by the complaints surname.

In accordance with Ofsted regulations, a summary of all complaints should be recorded on the complaint record summary and stored at the front of the complaints folder. This provides an anonymous summary of all complaints, which can be shared with parents or their relevant body who requests information about complaints. The complaint folder **must** be stored in the main office.

All records of complaints will be retained in the complaints file for a minimum of 3 years.

Ofsted Complaints
Should a parent wish to make a complaint direct with Ofsted, and not via the Centre's Complaint Procedure, please contact Ofsted:

Tel: 0300 123 4666