

## **Fernheath Play**

### **31: Complaints Procedure**

Fernheath Play is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes Fernheath's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the centre manager will be responsible for managing complaints. If a complaint is made against the centre manager, the Chair of Trustees will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book. The Trustees will ensure that each complaint is fully investigated.

If the centre manager has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social care department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

#### **Stage One**

If a parent/carer has a complaint about some aspect of the centre's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the centre manager. As outlined in the Partnership with Parents/Carers policy, Fernheath is committed to open and regular dialogue with parents/carers and the centre welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the centre manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

#### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the centre manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Fernheath will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter. If there is any delay, the centre will advise the parent/carers of this and offer an explanation. The Centre Manager will be responsible for sending them a full and formal response to the complaint – within 28 days of having received the complaint.

The formal response to the complaint from the centre will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the centre's policies or procedures emerging from the investigation.

The centre manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the centre's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the club's response will be passed to the Chair of Trustees who will adjudicate the case.

The Chair of Trustees will communicate a detailed response, including any actions to be taken, to both the centre manager and the parents/carers concerned within 15 working days.

Records of all complaints must be retained for a period of at least 3 years from when the record was made.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

Parents will be given on request, the address and telephone number of Ofsted.

### **Making a Complaint to Ofsted**

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Accepted and approved by Management Committee

Date.....

Signed by.....