



A Sure Start Children's Centre

3. COMPLAINTS POLICY

Review Date: October 2017

Next Review: October 2018

Aim

At The Arnold Centre we aim to meet all children's needs by providing a warm, caring and stimulating environment. If a parent/carer is dissatisfied with any aspect of our provision then there are several ways for them to voice their concerns including verbally to a member of staff in person or via telephone, posting in our suggestion box, or in writing. Confidentiality is maintained at all times with a private room being available or by parents wishing to be made anonymous.

If a parent/carer should have any cause for concern the following steps can be taken:

1. In the first instance this concern should be discussed with a member of staff in your child's room.
2. The staff member will deal with this and the parent/carer advised of the outcome. The Head of Centre OR Day Care Manager will also be informed of the complaint and will assist the member of staff with providing an outcome if needed and monitor the situation.
3. If the parent/carer feels that adequate steps have not been taken they should contact the Head of Centre OR Day Care Manager, this can be written or verbal. The complaint will be taken on board and a verbal action plan given to the parent. In such matters where an instant action plan cannot be given the parent/carer will be notified in no later than a week. If this matter cannot be resolved to their satisfaction then they have the right to raise the matter with the Head of Centre. If informal discussions of a complaint or problem have not produced a satisfactory

If this matter cannot be resolved to their satisfaction then they have the right to raise the matter with the Head of Centre. 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 Day Care Manager / Head of Centre. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

4. At any time during this procedure the parents/carers should feel free to contact OFSTED if they feel that the Centre is not fulfilling its obligation to the welfare of the children.

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.

Ofsted will be provided with a list of all complaints made during a specific period and the action taken as a result on request.

The National Business Centre
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
www.ofsted.gov.uk/parent

OFSTED Complaints Telephone Number: 0300 123 1231

If the Day Care Manager or the Head of Centre has good reason to believe that the situation has child protection implications, they should inform the designated Local Authority Child Protection Officer and ensure that the local social services 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 they will contact the police.

Once Ofsted has been contacted they are obliged to carry out a full investigation of the complaint and submit reports to all parties.

We endeavour to resolve any complaints and act upon them immediately. Parents, upon request, can be shown a summary record of any complaints received within the centre, or alternatively they can contact Ofsted.

Whistle Blowing Procedure

Whistle blowing is defined as 'giving information about illegal or underhand practices' or 'raising concerns about misconduct within an organisation'.

If a member of staff or parent / carer has a concern regarding a staff member or the setting they can request a concerns form. It should be completed and given to the Head of Centre or Day Care Manager. Concerns may be raised due to the following issues and may be anonymous:

- Unlawful behaviour e.g. theft, fraud and corruption
- Failure to comply with legal obligation
- If there is a health and safety risk
- If there is criminal activity which included the safeguarding of children
- If there is a miscarriage of duty
- Improper conduct or unethical behaviour
- If the setting goes against the settings policies and procedures
- Failure to meet the settings established standards or practice

Once the concern in writing is received the Day Care Manager/ Head of Centre will complete an investigation concern form and action either the complaints procedure or the grievance procedure.

This policy constitutes the Centre's formal Complaints Procedure. It will be displayed on the premises at all times. Parents will be provided with a summary of complaints on request.

This policy was written and implanted in October 2017 and will be reviewed annually or sooner, if any part of the policy/procedures is implemented or whenever changes in legislation are produced. If changes are made to the policy, parents/carers will be informed via letter and information displayed on the parent notice board in the reception area of the centre.

Links to other policies and procedures

- Admissions Policy
- Partnership with Parents
- Confidentiality
- Disciplinary

Signed and Approved by:

Acting Head of Centre

Signature: S.S.

Date October 2017

Print Name: Sharon Stones

Chair of Governors

Signature: A. Beatson

Date: 27/10/17

Print Name: Amanda Beatson