

Complaints Policy

Aim

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals, the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time a parent or carer may complain about some aspect of the setting, or an individual member of staff. Usually, it should be possible to resolve any problems informally as soon as they occur.

Procedure

- We will always display an up-to-date copy of the “*Parents – Ofsted contact number*” poster in a place accessible for our parents.
- We will always display an up-to-date copy of our poster “*Do you have a concern?*” in a place accessible for our parents. This poster sets out our three stage complaints procedure for them to follow.
- We will always display the name and contact details for the manager of the setting and the Registered Person in a place accessible for our parents in case they wish to make a complaint.
- If a concern is raised by a parent/carers we will attempt to resolve it at Stage One.
- If the concern progresses to Stage Two and/or Stage Three we will ensure that the Ofsted Complaints Log is completed. We will identify the people needed to deal with Stages Two and Three of the parents’ complaints procedure and how we are going to manage the best way to deal with the issue. This could involve discussions with staff, parents, witnesses etc., and/or holding a meeting with the complainant and other relevant individuals.
- When organising meetings to discuss the complaint, we will judge if it is best for all relevant parties to meet or if individual meetings are more appropriate.
- We will nominate someone at the setting to be responsible for keeping the complainant informed throughout the process.
- We will ensure that Stage Two of the complaint is investigated within ten working days.
- We may seek advice, as appropriate, from organisations such as BAND, ACAS or Ofsted.
- We will ensure the formal and written response to the complaint will be sent to the complainant and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.
- We are aware that, at any time before or during the complaint process, the complainant may make the complaint direct to Ofsted.
- As a registered provider, all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified in writing of the outcome of the investigation within 28 days of having received the complaint.

- Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.

***Note for providers:** Organisations need to decide whether the registered person's decision is final or whether the last stage is where complaint is heard and the decision made by an outside organisation. This must be stated in the Complaints Procedure.*

Do you have a concern about this setting?

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals, the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time you may have a concern about some aspect of your child's care or the setting. Usually, it should be possible to resolve any problems informally as soon as they occur. If it is not possible to resolve your concern informally, we have a formal complaints procedure which must be followed and is set out below.

Stage One

If you have any concerns about your child's care or the setting, you should raise them with your child's key worker or manager as appropriate. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage Two

If you are still unhappy and your concern has not been resolved, then you should contact the manager of the setting (name shown below) and make your complaint. The manager will investigate your complaint within 10 working days. You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

Stage Three

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to the Registered Person (name shown below). We will acknowledge receipt of the complaint as soon as possible – within three working days – and fully investigate this stage of the complaint within ten working days. If there is any delay, we will advise you of this and offer an explanation. Again, this may involve asking you to attend a meeting which may be attended by other people involved. A written record of the meeting will be made. The registered person will be responsible for sending you a full and formal response to the complaint.

If you are still unhappy?

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Ofsted
Applications, Regulatory and Contact (ARC) Team
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

NAME OF SETTING MANAGER: Stephanie Barter

REGISTERED PERSON CONTACT DETAILS: 07584 624 136 bizzykidzclub@hotmail.com