

## **Complaints Procedure**

### **Aim**

The School's Out Henleaze Management Committee and staff team are committed to ensuring the setting runs smoothly. However, there may be occasions when users may have a problem or complaint, in which event the Complaints Procedure will be used.

### **Procedure**

#### **Stage One**

If a parent/carer is unhappy about a particular issue, they should voice the concern with an appropriate member of staff, normally the Manager. Sometimes a straightforward discussion between those involved can resolve the situation, if it doesn't then it moves to Stage Two.

#### **Stage Two**

The name, address and contact details of the nominated Management Committee member who deals with the Complaints Procedure is displayed at the setting. At this stage the complainant should contact that person and report their complaint.

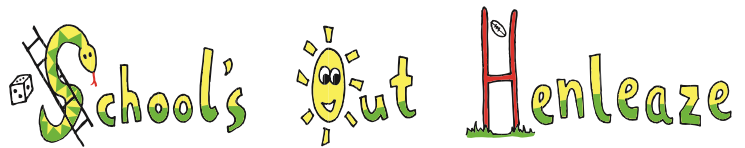
The named Management Committee member is responsible for dealing with the complaint and is responsible for liaising between the complainant and respondent (person who has a complaint made about them) and (in the case of a child) the parent/carer. If appropriate there may be a meeting of all those concerned. The named Management Committee member needs to be responsible for keeping the complainant informed of developments.

#### **Stage Three**

If the complaint is still not satisfactorily resolved, then it should be put in writing to the Chair of the Management Committee, who will then keep the complainant informed of developments. Advice may be sought from appropriate organisations such as BAND, ACAS and Ofsted.

At all stages there should be agreement between all the parties concerned as to suitable time scales for action to be achieved. All parties concerned should be kept informed of events.

After seeking advice from BAND, the Chair of the Management Committee's decision will be final.



## **Parent's Complaints Procedure**

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 complaint may arise 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.

### **Stage One**

Misunderstandings often arise through a simple breakdown in communication and if we do not know of concerns, we can do nothing to resolve them. 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.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below.

### **Stage Two**

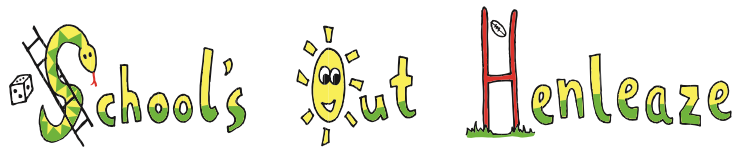
You should ask the Manager for the name and contact details of the nominated Committee Member. You do not have to discuss the complaint with the Manager if you do not wish to.

Contact the Committee Member and voice your complaint. They may deal with the complaint directly or call a meeting with other members of management and yourself, to discuss the complaint in detail. If a meeting is called the management will investigate the complaint within 10 working days. If the complaint involves another parent/child/staff member they may be asked to attend as well, to answer appropriate questions. Any witness to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be made.

### **Stage Three**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the Chair of the Management Committee. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

We will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 10 working days. If there is any delay, we will advise you of this and offer an explanation. The Chair of the Management Committee will be responsible for sending you a full and formal response to the complaint.



The formal response to the complaint will be sent to you 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.

The Chair of the Management Committee will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The Chair of the Management Committee will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If appropriate the Vice Chair, or another member of the Management Committee may take the place of the Chair.

### **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 1231231  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Further Information**

- A copy of the “Parents – Ofsted contact number” poster must be displayed on the notice-board of the registered provision.
- As a registered provider all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified 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.