

## **Complaints Procedure**

We believe that customers are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns about the running of the service. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our service to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

### **How to complain**

#### **Stage 1**

- Any customer/parent who is uneasy about an aspect of the service provision talks over, first of all, his/her worries and anxieties with the programme tutor, coordinator or manager, if possible on the same day. They will complete a 'Comments Log' Sheet to record the comments made.

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the customer/parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager of the service area. The Service Area Manager will discuss the complaint with the Project Supervisor/Tutor/coordinator, and decide on a course of action.
- The customer/parent will receive a response to the complaint within 28 days of the complaint being received.

#### **Stage 3**

- The customer/parent may request a meeting with the Service Area Manager. The customer/parent may have a friend or partner (>18yrs) present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

#### **Stage 4**

- If at the Stage 3 meeting the customer/parent and Service Area Manager cannot reach agreement, the Service Area Manager will speak to the Senior Leadership Team at the next SLT Meeting.
- If the Senior Leadership Team and the customer cannot agree a solution, an external mediator may be invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the Senior Leadership Team and the customer/parent, if this is decided to be helpful. The



mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### **Stage 5**

- When the mediator has concluded her/his investigations, a final meeting between the customer/parent and the Senior Leadership Team is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board**

If the complaint refers to the Early Years KidzSize Holiday Club, customers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

If a child appears to be at risk, we will follow the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the customer/parent and setting are informed and the Senior Leadership Team works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

#### **Records**

A record of complaints is kept (in accordance with GDPR), including the date, the circumstances of the complaint and how the complaint was managed.