

Policy on Complaints Procedures

This policy relates to Standard 12 (12.3) of the OFSTED National Standards for Full Day Care.

At Loseley Fields Children's Centre we encourage all parents/carers to approach any member of staff in the first instance if they have a concern or complaint.

In the event that these initial approaches fail to resolve a complaint this policy lays out the procedures that should be followed to allay any concerns about a particular issue.

If you do not understand any part of this policy please do not hesitate to contact the Children's Centre Manager or the member of the governing body responsible for complaints (please contact the school office in confidence to obtain contact details).

Your complaint will then be investigated fully, ensuring all relevant facts are taken into consideration. Loseley Fields Children's Centre is committed to responding to all parent/carer complaints within a 24-hour period and to notify complainants of the outcome within 28 days. Additionally a record of all complaints will be maintained and appropriate information shared with parents on request.

If the complaint is regarding a safeguarding child issue please refer to the Safeguarding Children's Policy.

Procedure

Concerns and comments are most effectively addressed within the Centre. Initially we would ask that you discuss your concern with your child's key worker, who will inform the Childcare Manager. However, if you would have difficulty discussing this issue with the key worker, your concern can be referred directly to the Childcare Manager. Loseley Fields Children's Centre encourages parents/carers to discuss more general Centre concerns with the Centre Manager, who will involve team members as needed. If you don't feel you can make your complaint to the Childcare Manager or the Centre Manager you can speak to Chris Nourse (Head teacher of Loseley Fields Primary School) who is the Chairperson of the governing body to Loseley Fields Children's Centre or Ofsted.

At all stages concerns and actions must be documented using the Complaints Record Form. All records must be retained for a period of ten years from the date on which the record was made.

Time Limits

Complaints need to be considered, and resolved, as quickly and efficiently as possible and within realistic time limits that may be set by the Childcare Manager or Centre Manager or the appointed governor and agreed by the complainant. Ofsted will be informed of any serious complaints in writing within 24 hours by the committee or Management of Loseley fields Children's Centre.

Review of Complaints

The governing body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. The Centre Manager or Childcare Manager will report any official complaints in the Centre Manager's Report to Governors.

As well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to school improvement. When individual complaints are heard the governing body may identify underlying issues that need to be addressed. The monitoring and review of complaints by the school and the governing body will be a useful tool in evaluating the school's performance.

Publicising the Procedure

There is a legal requirement for this Complaints Procedures to be publicised. Loseley Fields Children's Centre will include this information in the pack provided to new parents when their children join and on the website. A copy will also be included in the Policy File held in the centre office.

A summary of the complaints procedure is displayed on the parents welcome board.

Review

There will be an annual review of this policy by the governing body.

Adopted by the Governing Body at the meeting dated
To be reviewed:

Useful resources and websites

Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA

08456 404040 or www.ofsted.gov.uk

Inspection Support Team, Freshford House, Redcliffe Way, Bristol, BS1 6NL
Children's Information Services
08456 011777

Surrey Safeguarding Children's Board
www.surrey.gov.uk

This policy was adopted by for Loseley Fields Children Centre.

Name:

Position:

Signature:

Date: **Review Date:**



Complaints Form

Parent/Carer's Name:

Child's Name:

Member of staff's Name:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Date:

Time:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Parent/Carer Signature

Date:

Official Use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: