

## **Complaints & Compliments Policy:**

The aim of this policy is to make parents and carers fully aware of what to do if they have a complaint or compliment and what steps management will take to ensure that a complaint is managed.

We believe children and their families are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our services.

### Comments

Parents and carers are welcome to add their thoughts in our comments books. These are displayed outside each room and are available at all the outreach groups and activities. Comments are available for all to read and are evaluated every term.

Our annual satisfaction survey provides the opportunity for parents and carers to give their opinions on the quality of the services we provide. This is usually completed in late September. The results of the survey are displayed in our reception area and are available on request.

### Procedures

Many concerns can be resolved quickly by an informal approach to the Manager. However if this approach does not achieve the desired result the following procedures should be used.

### How to Complain

A parent who is unhappy about any aspect of the centre's provision, concerns should first be raised with either the key person or room leader. At this stage the following information will be recorded:

- The nature of the complaint including date and time
- Action taken initially
- The subsequent action

Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Head of Centre and the Committee. Both parents and the head of centre should have a second party present if required and an agreed written record of the discussion should be made.

If the problem is still not resolved to the parent's satisfaction, the parent/carer should again contact the Head of Centre. A formal meeting will be arranged and the centre will make a record of the meeting and document any actions. All parties present at the meeting will be asked to review the accuracy of the record, sign to agree it and will receive a copy.

If the centre feels necessary, an external mediator may be appointed who is agreeable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action that has already been taken and suggest further ways in which the issue might be resolved. The mediator will keep all discussions confidential. They will keep an agreed written record of any meetings that are held and any advice which may be given. The involvement of the mediator represents the final stage in the complaints procedure.

#### The role of the registering authority (Ofsted)

Details of how to contact OFSTED are available from the centre office and displayed in our reception area.

#### OFSTED Contact Details:

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Registration Number; 512663

Telephone Number; 0300 123 1231

We make sure that our record of complaints is available to Ofsted.

In some circumstances, it will be necessary to contact the registering body regarding a complaint. Ofsted has a duty to ensure legislation and requirements are adhered to in order to encourage high standards.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the parents and the centre, that complaints are taken seriously and dealt with fairly, in a way which respects confidentiality.

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