

## COMPLAINTS POLICY

### POLICY STATEMENT OF INTENT

We at Wishing Well Family Centre firmly believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. 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.

### AIMS OF THE POLICY

We aim to bring all concerns about individual children or the setting as a whole, to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure -

#### Making a complaint

- A complaint can be made in writing, by telephone, by e-mail or in person. You may also ask to discuss your complaint in private.
- If a parent/carer has an issue either involving their individual child or the setting as a whole, they should in the first instance raise the issue with the room supervisor. If the parent/carer feels unable or unwilling to raise the matter with the room supervisor they can approach the manager directly.
- Most complaints should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome, or if the problem persists, the parent should put their concerns or complaint in writing to the Manager.
- For parents who are not comfortable with making written complaints, there is a form for recording complaints in the manager's office. This form may be completed with the person in charge and signed by the parent.
- If this fails to resolve the issue, a meeting may be requested with the Management Committee or Centre Manager.
- The setting stores written complaints from parents in a secure file. When the investigation into the complaint is completed, the setting Manager will meet with the parent to discuss the outcome.

- If at any stage the parent and setting cannot reach agreement, an external mediator will 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 and suggest further ways in which it might be resolved. The mediator keeps all discussion confidential.
- When the mediator has concluded their investigations, a final meeting between the parent, the setting Manager and if required the chair of Management Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting would sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.
- If a parent is still not satisfied or feels the centre has not followed their procedures in a correct fashion, the issue can be reported to the Social Worker at Early Years, Anne Marie Haritgan 02895 042811.
- If a child appears to be at risk, our setting follows the procedures detailed in our child protection policy.
- In these cases, both the parent and setting are informed and the designated officer works with social services to ensure a proper investigation of the complaint, followed by appropriate action.