



Complaints and Compliments Procedure

North City Children's Centre is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone and invite our families and working partners to tell us what is good about our service. However, accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Compliments:

Compliments may be verbal or written.

When a compliment is verbally provided to staff, staff will ask if it is OK to write a record down and for the parent/ carer or professional to sign.

All compliments should be passed on to the Children's Centre Manager for recording and monitoring

Complaints:

This policy constitutes the Children's Centre's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints.

If the complaint is against the Manager, the Governing body will conduct the investigation.

All complaints made against staff will be recorded in detail in the complaints file.

If a complaint is received about a service provider who is operating on behalf of North City Children's Centre, the same process will be followed in line with the services providers own complaints procedures.

Stage One

If a parent/carers has a complaint about some aspect of the Children's Centre's activity, or about the conduct of an individual member of staff, it will often be possible

to resolve the problem by simply speaking to the individual concerned and/or to the Manager .

As outlined in the Partnership with Parents/Carers policy, the Children's Centre is committed to open and regular dialogue with parents/carers and the Children's Centre welcomes all comments on its services, regardless of whether they are positive or negative

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager

If the complaint is against the Manager then parents/ carers should put their complaint in detail and in writing to the Governing Body.

Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Children's Centre Manager/ Governing Body will acknowledge receipt of the complaint as soon as possible – within three working days at least.

The complaint will be fully investigated within 15 working days.

If there is any delay, the Children's Centre/ Governing Body will advise the parent/carers of this and offer an explanation.

The Manager/ Governing Body will be responsible for writing a full and formal response to the complaint.

The formal response to the complaint from the Children's Centre will be sent to the parent/carer concerned 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 the Children's Centre's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Children's Centre's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, then stage three of the procedure will be followed.

Stage Three

The original complaint along with the Children's Centre's response will be passed to the Governing body who will adjudicate the case.

The Governing body will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Safeguarding and Child Protection

If the Manager has good reason to believe that the situation has child protection implications the Safeguarding Lead Practitioner or Deputy Safeguarding Lead Practitioner will contact the Multi Agency Safeguarding Hub (MASH) and/ or the Local Authority Designated Officer (LADO) as set out in the Safeguarding and Child Protection Policy.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

Making a Complaint to the Governing Body

Any parent/carer can, at any time, submit a complaint to the Chair of Governors' about any aspect of the childcare provision. The governors will consider and investigate all complaints received. Contact details will be displayed at all times within the Children's Centres premises.

You may also require the following policies:

- **Safeguarding and Child Protection**
- **Whistleblowing**
- **Bullying and Behaviour**
- **Acceptable use of photography, mobile phones and other electronic devices**

This document will be reviewed and updated on an annual basis.

Agreed as a procedural working document:

Date:

Signature:

Agreed by the Children's Centre Nominated Governor

Date:

Signature:

Agreed in Full Governors meeting:

Date:

August 2015
Next review August 2016