

Compliments and Complaints (Early Years, Family Support, After School and Holiday provision)

Policy Owner: Director of Communities/SLT	Policy Developer: Head of Family & Children’s Services/AA
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Status: Approved	Issue Date: 19/01/2023
Date Approved: 14/01/2023	Review Schedule: Annually
Approval Level: 2	Ratified by: Q&C 19/01/2023

The current version of any policy, procedure or guideline is the version held in the Knowledge Library on Workplace. It is the responsibility of all staff to ensure that they are following the current version.

EYFS: 3.74, 3.75

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of our childcare settings.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Children and Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by child's setting, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

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 using the complaints form. Parents can request a copy of the form on paper or go direct to www.ymcathamesgateway.org, click on the top where it says "contact us" to complete the complaints from online. A member of the childcare management team will acknowledge the complaint within four working days. They will then investigate the complaint and report back to the parent within 14 working days. The complaint will be documented fully and the actions taken in relation to it will be added to the digital complaints log for quality and compliance monitoring.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the setting manager, parent and a senior member of the management team to ensure that it is dealt with comprehensively. We will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure above, and are given information on how to contact Ofsted. Ofsted is the registering authority for childcare in England and investigates all complaints that suggest a provider may not be meeting the requirements of their registration. Its risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept electronically on site. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: **0300 123 1231**

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the setting becomes aware that they are going to be inspected and after inspection the setting will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted by	YMCA Thames Gateway
On	14/01/2023
Signed on behalf of the provider	
Name of signatory	Amanda Allen
Role of signatory (e.g. chair, director or owner)	Head of Family and Children's Services

Policy review date	13/01/2024 – on or before
Name of reviewer	
Signature of reviewer	
Role of reviewer	