

Making a Complaint Policy

Safeguarding Children

Policy statement

The Charity takes all complaints seriously and acts upon them in a timely, courteously and prompt way.

Procedures

All settings are required to keep a 'Summary Log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as Ofsted Inspectors and Awarding Bodies.

1. Making a complaint

Stage 1

- Any individual who has a concern about an aspect of the charity talks over, first of all, his/her concerns with a staff member of The Lloyd Park Children's Charity.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the individual should put their concerns or complaint in writing to the Senior Leadership Team or chair of the Trustee Board.
- When the investigation into the complaint is completed, the Senior Leadership Team member or member of the board of Trustees meets with the individual to discuss the outcome.
- The individual must be informed of the outcome of the investigation or given an update within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summary points are logged in the Complaints Summary Record.

Stage 3

- If the individual is not satisfied with the outcome of the investigation, he or she requests a meeting with the Centre Manager and Chair of the Board of Trustees. The individual may have a friend or partner present if required and the manager should have the support of the Chairperson of the management committee, other Management Committee member or senior staff member.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summary points are logged in the Complaints Summary Record.

Stage 4

- If at the stage three meeting the individual and setting cannot reach agreement, where appropriate, we may consider using a mediator. 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, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel and the individual, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- When the mediator has concluded her/his investigations, a final meeting between the individual, the setting leader /chair of the 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. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education (Ofsted) and the Local Safeguarding Children Board

- Individuals may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve

Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted with regard to a complaint is: 0300 123 1231

Ofsted
The National Business Unit
Piccadilly Gate,
Store Street
Manchester M1 2WD

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the Senior Leadership Team works with Ofsted, awarding bodies or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

2. Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The setting stores written complaints in a complaint folder and records this on the child's chronological report. However, if the complaint involves a detailed investigation, the SLT may wish to store all information relating to the investigation in a separate file designated for this complaint.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents, Ofsted Inspectors and Awarding Bodies on request.

Policy Name	Making a Complaint Policy
Version Number	V2

This policy was developed by	Governance and Accountability Sub Group
These people were consulted/ involved in developing the policy	Safeguarding Team
This Policy was adopted by	Trustee Board
Date	March 2018
Signed	
Name	James Wragg
Role	Chairperson
Next Review Date	March 2019