

Cottingley Care Club Ltd

Complaints policy

Care Club staff work hard to promote positive relationships and ensure a safe working environment. The club understands that there may be an occasion when a parent may wish to make a complaint. It is the clubs responsibility to take each complaint seriously and deal with it effectively. All complaints must be dealt with within 28 days and the person making complaint should have been told the outcome within this timescale. This is to comply with the requirements of the EYFS.

All complaints made by parents and staff must be recorded and kept for at least 3 years.

Introduction

All concerns are dealt with effectively and efficiently by a senior member of staff and the management.

Having a system:

- The management is responsible for approving and adopting a written complaints procedure.
- This procedure must be followed by all staff.
- There are both informal and formal complaints.
- Informal complaints are dealt with in the first instance by the manager.
- The manager is responsible for dealing with everyday complaints in the setting unless this is a complaint about the manager or there is a conflict of interest and then the complaint will go to the management committee.
- The management must follow the complaints procedure for informal and formal complaints.

Exceptions

There are three exceptions to the procedure:

1. A complaint may appear to be sufficiently serious that it would be referred straight through to the formal procedure.
2. A complaint may clearly relate to breaches of discipline by a staff member, in which case this procedure would not apply and personnel advice should be sought.
3. An allegation is made relating to child protection. Allegations management procedures would be adhered to.

Informal stage

Where to complain?

1. Appropriate member of staff:
 - Parents should be given the opportunity to discuss their concerns with an appropriate member of staff, such as the Manager. If the concern remains unresolved the staff should advise the parent that they may complain to the Management.

2. Manager

The manager should :

- Meet with the person making the complaint and obtain full details of the complaint.
- Discuss with the member of staff involved.
- Where the complaint involves a child, that child should normally be interviewed.
- Written records are kept of all meetings, telephone discussions, and any other relevant documents.
- Consider all the facts and reach a conclusion.
- Write to the person making the complaint and give a full explanation of the decision, the reasons, where appropriate what action will be taken. This letter should explain that if they are not happy with the decision made they may contact the Management within a specified period of time.

3. Directors

A complaint against the Manager should be referred straight to the directors unless it is clear that the matter can be resolved immediately.

Formal stage

The Management deals with any complaint which has reached the formal stage

This involves

1. Receiving the complaint

The management should try to meet as soon as possible after the complaint is received to agree a clear timetable of what needs to be done.

The chair should write to the person making the complaint to:

- Explain the complaint is being dealt with.
- Confirm that the management has received a copy of the written complaint.
- Set out what appears to be the complaint and to invite them to send any more information.
- Set out the timescale for dealing with the complaint.
- Invite them to meet the management team to give full details of the complaint and they may be accompanied by a friend or representative.
- Set out a deadline for a reply by the person making the complaint and make it clear that if there is no response by this deadline the committee will proceed on the basis of the information they already have.

If concerns arise that makes others feel the need to complain to ofsted about a member of staff the following contacts are available.

Ofsted

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

Helpline: 0300 123 1231

Website: www.ofsted.gov.uk/parents

Family Information Services

For details of your nearest Family Information Service, phone
0800 234 6346 or visit:

www.familyinformationservices.org.uk/index.php?option=com_comprofiler&task=userslist&listid=7&Itemid=72.

Local authorities' contact details

Available from your local phone directory, or online at:

www.dcsf.gov.uk/everychildmatters/?action=authority.