



Compliments, Concerns and Complains Policy and Procedure

Policy statement

Carlton playgroup believes that children and parents/guardians are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our playgroup and will give prompt and serious attention to any concerns about the running of the playgroup.

We anticipate that most concerns will be resolved quickly by an informal approach to a member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our playgroup to a satisfactory conclusion for all of the parties involved.

Procedures

Methods

Playgroup is committed to giving an equal service to all and will not treat anyone differently because of their: sex, colour, race, nationality, ethnic group, regional or national origin, age, marital status, disability, political or religious belief, sexuality or class.

Compliments

This is an expression of appreciation by members of the public which go beyond a mere 'thank you' but clearly aim to recognise and acknowledge good service.

Anyone who receives a compliment must:

- Pass it onto the person concerned.
- Provide a written copy to playgroup manager.
- Copy it to chair of management committee.

Comments/Concerns

A comment or concern may be more neutral than a compliment or a complaint, but is likely to be valuable feedback and should be recorded.

This will inform:

- Service planning
- Decision making

Suggestions

These are where parents/guardians offer their thoughts on how the playgroup can be changed. This can be very helpful feedback and help the playgroup improve. A suggestion box is available to parents/guardian in playgroup.

Complaints

A complaint is any comment made by a person that expresses dissatisfaction about the service, or an action of a person providing a service. A complaint may be made in any way for example, face to face, by phone, by letter, by email or by using the complaints form attached.

Each complaint, including verbal complaints, will be recorded and will include all the information necessary to process it. Data Protection issues will be considered. The playgroup manager and Chair of management committee will be responsible for collecting this information.

Stage 1

Any parent/guardian, who is uneasy about an aspect of the playgroup provision, will highlight their concern/worry or anxiety with playgroup manager or key person.

Playgroup will acknowledge the complaint within 5 working days and reply within 20 working days of receipt.

Stage 2

A complaint becomes a formal complaint (stage 2) if after initial efforts at the first point of contact the issue has not been resolved to the satisfaction of the parent/guardian or if they clearly request that her/his concern should be classified as a formal complaint. This is done by putting the concern or complaint in writing to the playgroup manager and the chair of the management committee.

Playgroup will acknowledge the complaint within 5 working days and full reply within 20 working days of receipt.

Most complaints should be able to be resolved informally at stage 1 or 2.

Stage 3

The parent/guardian can request a meeting with the playgroup manager and the chair of the management committee. Both the parent/guardian and the manager can request witnesses to the meeting if required. An agreed written record of the discussion will be taken and all parties present at the meeting will sign the record and receive a copy of it.

Playgroup will acknowledge the complaint within 5 working days and arrange the meeting within 20 working days.

Stage 4

If at the stage 3 meeting the parent/guardian and the manager cannot reach an agreement, an external mediator is invited to help both sides settle the complaint. This person should be acceptable to both parties and be able to 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 the complaint might be resolved. Staff, volunteers and committee members are appropriate persons to be invited to act as mediators.

The mediator keeps all discussion confidential. She/he can hold separate meetings with the playgroup personnel (playgroup manager or chair of committee) and the parent/guardian, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he has given.

When the mediator has concluded her/his investigations, a final meeting between the parent/guardian and the playgroup manager or chair of committee is held. The purpose of this meeting is to reach a decision on the action to be taken against the complaint.

Stage 5

If this has not reached a satisfactory result details of what further action can be taken, including how to complain to the Local Government Ombudsman.

External complaint option

The role of the office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Committee. Parents/guardian may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty, to ensure the national standards for day care are adhered to

The address and telephone number of our Ofsted regional centre is:

The National Business unit
Ofsted
Piccadilly Gate
Store Street

Manchester
M1 2WD
Tel: 0300 123 1231

These details are displayed on our playgroup notice board.

If a child appears to be at risk, our playgroup follows the procedure of the Area Safeguarding Committee in our local authority.

In these cases, both parent/guardian and playgroup staff are informed a complaint has been made and the playgroup manager/chair of committee works with Ofsted and Area Safeguarding Committee. This is to ensure a proper investigation of the complaint takes place followed by an appropriate action.

Records

A record of the complaint against any persons working/involved with playgroup is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Useful websites:

www.ofsted.gov.uk

www.dcsf.gov.uk

www.everychildmatters.gov.uk

Legal framework/Links to other policies

Parent Involvement Policy

Safeguarding Policy

Confidentiality Policy

This policy was adopted by

Carlton Playgroup Ltd

(name of provider)

On

(date)

Date to be reviewed

(date)

Signed on behalf of the provider

Name of signatory

Role of signatory (e.g. chair, director or owner)