

Complaints to Key worker regarding Centre Care/ policies/ other children etc

- 1st Parent → Key Worker – Issue is resolved**
- 2nd Issue is not resolved Key Worker → Team leader -Issue is resolved**
- 3rd Issue is not resolved Team leader → Veena - Issue is resolved**
- ↓
- Verbal Complaint Report to Julie**
- 4th Issue is not resolved → Veena → Julie- Issue is resolved**
- 5th Issue is not resolved –Julie asks parent to write to Chair of Governors**
- 6th Matter is investigated and response written**

Parents have to be informed of their right to inform OFSTED of their concerns & Centre must keep a record of all complaints. Ofsted Tel: 0300 123 4666

Route for handling complaints

1. If you receive a complaint which is an **allegation** against a member of centre staff or partner.



2. If you are the member of staff this complaint is reported to. You must inform the head of centre or a senior member of staff in their absence immediately.



3. The head of centre or senior member of staff dealing with the complaint will contact the 'Child Protection Advice Team' to seek appropriate advice.

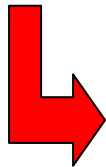


4. An investigation is actioned by the head of centre or the chair of governors.

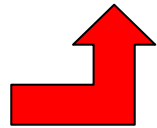
1. If you receive a complaint regarding **dissatisfaction** about any aspect of the centre services e.g. parent saying their child keeps getting paint on his/her clothes or their child is a victim of bullying, or an area is unsafe etc.

3. If the concern is not resolved the parent/service user needs to be directed to the key workers team leader. At this stage the team leader will record the concern as verbal complaint and log or the parent can make an official complaint in writing.

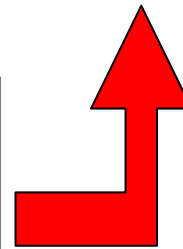
5. A member of the senior management team will meet with the parent/service user to try and resolve the matter. If the issue is unresolved then the parent will be advised to write a letter of official complaint and address it to the chair of governors and the director of Education Services.



2. The parent should be advised to speak to their child's key worker or the member of staff who facilitates the group.



4. If the issue is not resolved at this stage the verbal complaint log will go to SPT or a senior member of staff will follow the complaint up.



1. If there is a concern/complaint about a **partner group** e.g. the Breast feeding group run by the PCT.



2. The person making the complaint will have to establish if it is a facilities issue or an issue relating to the running and management of the group

Issue relating the running or management of the group



Discuss this with the partner worker in the group who will follow their organisations complaints procedure.

Please follow step 2 of the dissatisfaction cycle above.



Facilities issue

COMPLAINT ABOUT A MEMBER OF STAFF

<u>Name of complainant</u>		<u>If it concerns a child- child's name-</u>
Name of person filling out this form		Date of Birth
Date and Time of report		Is the child a NURSERY or DAYCARE CHILD?
Date and Time concern received		<u>Date and Time of Concern</u>

SUMMARY OF CONCERN Details of what happened

ACTION

LADO informed or not – reason for this.	Parent contacted with response to complaint
Staff signature	Signature of Head teacher or Assistant Head

OFSTED NOTIFIED- see events registered providers must tell us about.

**COMPLAINT FROM PARENT/CARER ABOUT WELFARE OF
A NURSERY SCHOOL CHILD**

<u>Member of staff</u> making report		<u>Child's Details</u> Name
Date and Time of report		Date of Birth
Date and Time concern received		<u>Date and Time of Concern</u>

SUMMARY OF CONCERN Details of what happened

ACTION

Action taken by member of staff	Action taken by Head teacher- Assistant Head
Reason for Action	Parent contacted
Staff signature	Signature of Head teacher or Assisitant Head

**COMPLAINT FROM PARENT/CARER ABOUT WELFARE OF A
Day Care CHILD (Breakfast Club/ After school Club/Play scheme/Crèche)**

<u>Member of staff</u> making report		<u>Child's Details</u> Name
Date and Time of report		Date of Birth
Date and Time concern received		<u>Date and Time of Concern</u>

SUMMARY OF CONCERN Details of what happened

ACTION

Action taken by member of staff	Action taken by Deputy Families and Communities
Reason for Action	Parent contacted
OFSTED NOTIFIED OR NOT 1, 2, 3, 4,6, 12, 13, 20	DETAILS
Staff signature	Signature of Deputy Families and Communities