

# Pre-school Learning Alliance Children's Centre

## Procedures

CC9 Standard Internal Staff, Volunteers, Students and Parents

**CC9.2 Compliments and Complaints Procedure** (links to CC9.1 Partnership)

**Parents using the centre may sometimes feel unhappy about an aspect of the service being provided. There is a fair way of dealing with issues as they arise in an informal way, but users may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. Agencies working with the centre may also have a grievance or complaint to make. They are informed of the procedures and complaints are responded to in a timely way.**

### **Links to Every Child Matters Outcomes**

Staying safe

Enjoying and achieving

Making a positive contribution

### **Compliments**

When families and other service users want to thank staff for their support or acknowledge their hard work, they may wish to do so by sending a card or letter:

- thank you cards or letters will be displayed or collated in a folder for other service users to read if they wish
- the sender will be asked if they mind their correspondence being made accessible to others
- where personal details or 'safeguarding' issues are discussed within the letter these will not be displayed but will be filed as confidential material

### **Complaints**

- If a parent is unhappy about any aspect of their contact with the centre or how they feel they have been treated they should discuss with the member of staff they have been dealing with. The staff member will listen to the complainant and acknowledge what they are unhappy about. They will offer an explanation and an apology if this is appropriate. The issue and how it was resolved is recorded.
- If the complainant is not happy with the staff member's response or they wish to complain about the staff member or other staff, they will be directed to the Centre Manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the Manager should write down the main issues of the complaint using the template form from the Complaints Record (Alliance publication) and keep it on file.

- The Manager will investigate the complaint and provide time to feedback to the parent within 28 days. A written report of the investigation is kept on file.
  - If the complainant is still not satisfied, or of the complaint is about the Manager, they are asked to forward their complaint verbally or in writing to the Area Manager, who line manages the centre.
  - The Manager completes a record of the investigation in the \*Complaints Summary Record book.
  - If the complainant is still not satisfied they are entitled to make a complaint to the governing body. The Centre Manager will assist in any complaint investigation as well as produce documentation that records the steps they took in response to the original complaint.
  - The Centre Manager will ensure that parents know they can complain to the governing body by writing or telephone as follows: (please insert contact details for governing body)
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**Agencies**

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the centre, it should be made in writing to the Manager.
- The complaint is acknowledged in writing within 10 days of receiving it
- The Manager investigates the matter and meets with the individual to discuss the matter further. This takes place within 28 days of the complaint being received. An agreement needs to be reached to resolve the matter.
- If an agreement is not reached the complainant may refer in writing, to the centre Manager’s line Manager, who acknowledges the complaint within 5 days and reports back to the complainant within 14 days.
- If the complainant is still concerned the complainant is referred to the governing body.
- A complaint from an agency is recorded in a complaints file held separately but the result of the investigation is recorded in the Complaints Summary Record book in the same way.

A record of complaints will be kept for at least 3 years.

**\*The Alliance Publication ‘Complaints Summary Record Book’ will be used for this.**