

Compliments and Complaints Procedure

References/Legislation that inform this policy

The Children's Act (1989)
The National Standards (Standard 12)
Childcare Act (2006)

The Children' Act (1989) states that there must be a compliments and complaints procedure followed where a parent or child has a complaint about the service provided.

Aim

The aim of the policy is to provide clear procedures to support effective response, feedback and resolution of compliments and complaints.

Hertford Selections Children's Centre believes that children, mothers, fathers, and other visitors are entitled to expect courteous and prompt, careful attention to their needs and will strive to meet this expectation; Professionals and staff working in the Children's Centre would expect to receive no less in return.

It is our intention is to work within a multidisciplinary team of professionals from health, education, community, private and voluntary organisations, in partnership with parents and with children to provide the highest quality service and support for families of children aged 0-4.

Procedures

Our complaints procedure operates in line with the Complaints Procedure for the Council's 'Children Schools and Families' Department and a copy of "Having Your Say" can be obtained from the customer focus team. (see below)

The centre has a small evaluation form that is available and on display for parents to record their comments these evaluations are collated and feedback recorded for use in our Self Evaluation or to plan future events. Any comments which require a response are actioned by the Centre Manager immediately and information shared with staff whenever appropriate.

Any visitor who is anxious about any aspect of the service being offered should in the first instance:

- Speak with the professional responsible for the activity or a member of the children's centre staff supporting the activity, who will try to resolve any issue as it arises.

- If the issue is not resolved, it should be brought to the attention of the Centre Manager who will investigate in order to reach a satisfactory solution. Any actions will be recorded.
- The Centre Manager may request written clarification of the complaint in order to take more formal action depending on the circumstances arising. As we are working alongside a multi-disciplinary team it may also be necessary to direct the complaint through the channels of the delivering organisation. In any event actions will be recorded and complainant kept informed.
- If satisfactory solution is not achieved by the above, guidance will be taken from our Steering Committee Group who will discuss the most appropriate course of action, and the Centre Manager will again report back to the complainant.
- Any issue, which cannot be resolved in this manner, should be referred to the Lead Agency via the Head teacher or Governing Body whose details can be obtained via the School Secretary. (see below)
- Any complaint or concern, which raises issues surrounding Child Protection, must be taken seriously and must be reported to the designated person for safeguarding who is the Centre Manager or Deputy Head immediately. (see below)

We welcome suggestions that may improve the service we are able to provide within the terms of The Children's Centre Aims, please speak to the Centre Manager or complete one of our small evaluation forms.

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