



Sure Start Children's Centre

## Complaints Procedure



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**Procedure approved and adopted by: Oak Meadow and Strawberry Meadow Partnership Board**

**Due for review:** October 2011

**Members of staff responsible for implementation and review :**

Debbie Simmons/Clare Quirke/Claire Woollett

### **Statement of intent**

The Oak Meadow and Strawberry Meadow Children's Centres believe that children, parents and all users of the Centre are entitled to expect courtesy and timely, careful attention to their needs and wishes. We will give prompt and serious attention to any concerns about the running of the Centres. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

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

### **Methods**

To achieve this, we operate the following complaints procedure. All Centres are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

### ***Making a complaint***

#### **Stage 1**

- Anyone who has a concern about an aspect of the Centre's provision talks over, first of all, his/her worries and anxieties with the appropriate staff member and/or Centre Leader.
- Most complaints should be resolved amicably and informally at this stage.

## **Stage 2**

- If this does not have a satisfactory outcome, or if the problem reoccurs, the person moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Centre Leader. The letter may be completed with the support of an appropriate staff member or member of the Volunteer Group or Voices (the Parents Forum).

The Centre will acknowledge the complaint within five working days of receipt and will give the name of the member of staff dealing with the complaint.

The complaint will be dealt with and responded to within 20 working days.

- When the investigation into the complaint is completed, the Centre Leader will arrange a meeting to discuss the outcome.
- If the complaint is about the Centre Leader then it should be put in writing to the Quality and Performance Officer (QPO), see stage 3.

## **Stage 3**

- If the complainant is not satisfied with the outcome, he or she should request that the QPO for the Centre reconsiders the complaint in consultation with the Partnership Board. The QPO will arrange for the complaint to be investigated and a written response setting out the conclusions will be sent to the complainant. The timescales from Stage 2 apply.

## **Stage 4**

- If the complainant is still not happy with the outcome, the complaint must be passed to the Children's Centre Services Manager for a corporate response. The timescales from Stage 2 apply.

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**A copy of the procedure can be requested from the Oak Meadow Reception desk, viewed online via a link from our website and a hard copy is kept at the back of the Comments and Suggestions Books in each of our rooms.**

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## **Records**

- A record of complaints against our Centres and/or the children and/or the adults is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record and submitted quarterly as part of the Children's Centre monitoring process.