**NEW HOPE-WORCESTER**

**COMPLAINTS PROCEDURE**

We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

We always welcome comments about the service we provide and these should in the first instance be referred to a manager. Positive comments should be recorded in the compliments log folder and we will use these comments to ensure best practice in the setting. A manager will record all other comments in the incident book but complaints will be recorded in the complaints record sheet located in the complaints log folder and taken very seriously.

**HOW TO COMPLAIN: STAGE 1.**

* Any parent/carer that is uneasy about an aspect of the setting should talk to the manager or development officer (if on site). New Hope-Worcester is committed to open and honest communication between staff members and parent/carers and we would always hope parent/carers will feel confident enough to approach us at any time. We will always strive to ensure a quiet room, away from the children is available to talk in.
* The manager or development officer to resolve parent/carer issue immediately and assure the parent/carer that every step will be taken to avoid the issue again.
* Once the verbal issue has been discussed and resolved, the manager or development officer should record this in the complaints log. All complaints, if not able to be resolved immediately should be resolved before 28 days.

**STAGE 2.**

* If the parent/carer does not have a satisfactory outcome or if the problem reoccurs the parent/carer moves to stage 2 by putting their concerns of complaint in writing to the manager.
* A record of this written complaint will be placed in the complaints log.
* The written complaint should be resolved immediately or before 28 days and the resolution should be recorded, as well as a written letter to the parent/carer outlining every step that will be taken to avoid the issue again.

**STAGE 3.**

* If the parent/carer is still unhappy about the resolution of the complaint at stage 2, they should move to stage 3 by requesting a meeting with the manager.
* An agreed written record of the meeting and discussion should be made. All parties present should sign the written record and receive a copy of it.
* The signed record signifies that a resolution has occurred and signifies the procedure has concluded. A record of this will be kept in the complaints log.
* At this stage both the manager and the complainant can inform Ofsted if they feel the need to involve an outside third party.

If the complaint has child protection implications, the manager will inform the local Children’s Services on 01905-768054 and out of hours on 01905-768020 and the Ofsted Complaints Investigation and Enforcement Team on 08456-404040.

If the allegation is too serious for discussion or the outcome of the discussion with staff is still unsatisfactory, then a complaint should be made of OFSTED Early Years:

Complaints Helpline: 08456 40 40 40.

Ofsted’s Address: Ofsted Early Years, NBU Royal Exchange Buildings, St Anne’s Square, Manchester. M27 LA.

OFSTED will respond promptly and an investigation will be carried out.

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of the scheme. We do sensitively ask for our complaints procedure to be adhered to in the first instance, and Ofsted will reiterate this.

**CONTACTS FOR STAFF ONLY:**

Children’s Services Access Centre 01905-768054

Out of Office Hours 01905 768020

Ofsted 08456 404040

Early Years and Childcare Service 01905 790550

**CONTACTS FOR PARENTS/CARERS ONLY:**

Children’s Services Access Centre 0845 607 2000

Out of Office Hours 01905 768020

Ofsted 08456 404040

Family Information Service 01905 790560

Inclusion Team (playscheme managers) 01905 790558

**COMPLAINTS HANDLING.**

We will provide information on how we investigated the complaint. We will need to record:

* The process that we took to ensure the complaint was fully investigated, such as interviews, reviews of records.
* Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child.
* Any referrals we made to an external agency, for example, local authority environmental health departments or social services.

**ACTIONS AND OUTCOMES.**

We must provide details about the outcome of our investigation. We will need to record:

* Any action(s) identified by us.
* Any actions set or taken by Ofsted.
* Any action taken by another external agency, where we have their permission to do so, the outcome of the investigation, identifying any areas where we feel we could make improvements to our provision.
* We must share an account of the findings of the investigation and the action, if any, that we took or intend to take as a result of the investigations with parents/carers at the setting. We must do this within 28 days from the date the complaint was made.
* The record of complaints should be kept for at least 3 years.

**ACCESS TO COMPLAINTS LOG:**

We have a Complaints Log Folder and a Compliments Log Folder. Both of these are available for you to read and add your own comments to. They hold all complaints and compliments received for the setting. The complaints will be summarised and all sensitive information will be removed and stored in the Inclusion Office. A summary of the complaint will be left in the log for anyone to see.

**EVALUATION FORMS:**

We welcome verbal compliments and complaints at New Hope-Worcester but we also encourage your feedback through Evaluation Forms. Evaluation Forms will be sent out to all parents and carers on a regular basis, we would welcome parents/carers honesty, as comments will provide us with useful information with which to plan for the future.