



## Early Education & Childcare

### Complaints Policy

#### Aims:

- To ensure parents are aware of the procedure to be followed if they have a complaint about the service provided.
- To ensure any complaints are treated seriously, fully investigated, responded to promptly and acted upon as necessary.

Whilst we endeavour to ensure every family is happy with the Early Education & Childcare provided by BS3 Community, it is accepted that there may be occasions where we are unsuccessful in this aim. Therefore it is essential that all parents/carers are aware of the correct procedure in these instances, thus ensuring: the information is dealt with effectively, any unnecessary conflict is avoided and where appropriate procedures and practices are reviewed to avoid recurrence.

#### Procedure

##### *Informal Reporting & Discussion*

In the event that an individual has a concern or query, then it is our aim to make it as easy as possible for this to be raised and resolved. Members of the staff team, including at least one designated senior member of staff, are always available at the beginning and end of sessions to discuss any queries or concerns. Contact can also be made via the BS3 Community Senior Administrator ([familyservices@bs3community.org.uk](mailto:familyservices@bs3community.org.uk)). In all cases, if a member of staff cannot resolve an issue directly, then they will ensure that it is referred to the correct person, for example the key worker or Lead Practitioner.

If necessary an appointment can always be made, to discuss in person or by telephone, with a senior member of staff or a child's keyworker at a mutually convenient time.

A member of staff will always listen to concerns fully and treat them seriously, and where possible will provide further context and a suggested resolution if appropriate.

If a satisfactory outcome is not achieved from an initial conversation, or it is felt that this route is not appropriate, then a meeting with the Lead Practitioner for the group, or the Executive Head of Early Education & Childcare or Associate Head of Early Education & Childcare, may be requested.

## *Formal Reporting*

If a satisfactory outcome is still not achieved, or it is felt that a conversation is not appropriate, then a parent/carer may put their complaints in writing to the Executive Head of Early Education & Childcare, Tim Clark by emailing [tim.clark@bs3community.org.uk](mailto:tim.clark@bs3community.org.uk) or by mailing it/handing it to reception at The Southville Centre, Beasley Road, Bristol, BS3 1QG. The Executive Head of Early Education & Childcare should ensure any formal complaint is investigated and responded to within 28 days, as per the 'Early Years Foundation Stage Statutory Requirements'.

A 'Provider Complaints Record' is used to record formal complaints and any action taken as a result of these. Any recorded complaint is kept on file for a period of two years and is available to OFSTED on request.

*It is expected that most concerns/complaints will be resolved at these initial stages.*

## **BS3 Community**

If an individual feels that their complaint is not resolved by any of the above steps then, as per the BS3 Community complaints policy, an individual or group may also raise a complaint in writing with the Chief Executive Officer. Alternatively, if this is not appropriate or does not lead to a satisfactory outcome, they may also contact the Chair of the BS3 Community Board of Trustees (who is also the nominated individual for the OFSTED registration). Both of these individuals may be contacted via The Southville Centre, Beasley Road, Bristol, BS3 1QG.

The full BS3 Community policy is available at The Southville Centre or by email upon request.

## **Registering a Complaint with OFSTED**

If they wish to do so, then individuals also have a right to direct a complaint to OFSTED if they feel this is appropriate. This would usually apply if they believe that the organisation is not meeting the requirements of the Early Years Foundation Stage. OFSTED are responsible for ensuring registered providers meet specified requirements and may inspect a setting in relation to a complaint. In the event of an inspection of either the Southville or Chessel Centres, the organisation is required to ensure that parents have a copy of the report.

Parents/carers can contact OFSTED on 0300 123 1231 to make any comments about the childcare provision offered.

Parents can also write to OFSTED at:

**Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD**

**Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)**

**Feedback and Suggestions**

Parents are always welcome to put forward comments and suggestions and are also invited, through the BS3 Community settings parent survey, to give opinions about specific elements of the service provided by BS3 Community. Comments and survey information are regularly used to inform future developments and priorities, and to support staff supervision.

*Reviewed Dec 2017 –*

*Updated on website and sent to staff team -*

***Related Documentation***

- BS3 Community Complaints Policy
- [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
- OFSTED parent posters (displayed in all OFSTED registered rooms)