



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

If 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 email to family.services@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 person 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 keyperson 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.

The Executive Head of Early Education and Childcare will document all issues raised, however minor to support the process and ensure that all outcomes are achieved. This also supports with future planning and discussions.

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 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, Kelly Murphy by emailing kelly.murphy@bs3community.org.uk or by mailing/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 because 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 via 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 or info@bs3community.org.uk

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

Registering a Complaint with OFSTED

If Parents/ Carers wish to do so, then individuals also have a right to direct a complaint to OFSTED if they feel this is appropriate. This will usually apply if they believe that BS3 Community 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 Centre, the organisation is required to ensure that parents have a copy of the report.

The Ofsted complaints sign is available for Parents/carers to enable them to contact OFSTED on 0300 123 1231 to make any comments about the childcare provision offered.

Where parents contact OFSTED, but have not previously submitted a written complaint to BS3 Community, a Provider Complaints Record will be completed at this stage.

Parents can also write to OFSTED at:

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

Website: www.ofsted.gov.uk

Preventing Misunderstandings and Complaints

On occasion, complaints can arise simply due to misunderstandings, miscommunication and/or lack of information about the routes available for raising concerns. BS3 Community is committed to ensuring it is as easy as possible for parents/carers to discuss any concerns as they arise, and that these are taken seriously. In order to achieve this, we make the following commitments:

- If there is an incident, significant accident, mistake or failure to meet normal expectations, then the key worker or Lead Practitioner will endeavour to initiate follow up communication within one working day. This may be a phone call or email, just to check how things are, offer an opportunity for a conversation, and reiterate apologies if appropriate.
- This complaints policy will always be available via our website, and in both of our centres.
- Where issues or queries are raised informally, we will endeavour to ensure that these are quickly directed to the most appropriate person. If it is not possible for them to respond in full immediately, they (or someone else on their behalf if necessary) will make contact to acknowledge receipt and outline what will happen next.

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 October 2020

Updated on website and sent to staff team

Related Documentation

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