

Complaints Policy and Procedure

Policy statement

Bookham Baptist Children's Centre believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

The Children's Centre will keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents.

Making a complaint

Stage 1

- Any parent who has a concern about any aspect of the service provide by the Children's Centre talks over his/her concerns with our manager first of all.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the family file.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by the Children's Centre Coordinator and signed by the parent.
- Our setting stores all information relating to written complaints from parents in our complaints file. However, if the complaint involves a detailed investigation, our manager may wish to store all information relating to the investigation in a separate file designated for this complaint.

- When the investigation into the complaint is completed, the Children's Centre Coordinator meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Children's Centre Coordinator and the Minister Responsible for the Children's Centre. The parent may have a friend or partner present if they prefer and our manager should have the support of the management team.
- The Church Chair of Trustees can also be invited to a subsequent meeting to listen to the issues and seek resolution.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the Children's Centre manager can take place. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

- If a child appears to be at risk, we follow our Safeguarding Policy and the procedures of the Local Safeguarding Children Partnership. The Children's Centre manager can seek consultation with the Children's Single Point of Access (CSPA) for advice.
- In these cases, both the parent and the Children's Centre are informed the Children's Centre Manager works with the Local Safeguarding Children Partner's to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Information Sharing Consent and Data Protection Form given to you when you started receiving support from the Children's Centre. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Records

- A record of complaints in relation to Bookham Baptist Children's Centre, or the children or the adults working in our service, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaints File, Parents may view their complaints file on request.

Meetings

- In seeking to arrange meetings Bookham Baptist Church will offer two (2) opportunities for complainant meetings to take place at each stage. If the complainant is unable to participate in these meetings without reasonable excuse then the complaint will be brought to an end.

This policy was adopted by	Bookham Baptist Children's Centre
On	November 2021
Date to be reviewed	November 2022
Signed on behalf of the provider	Rachel Wedd
Name of signatory	Rachel Wedd
Role of Signatory (e.g. chair, director or owner)	Children's Centre Coordinator