

COMPLIMENTS & COMPLAINTS POLICY

We aim to provide the highest quality Early Years education and care for our member children together with support and guidance for their parents. We endeavor to offer a friendly, flexible service. We do our best to welcome every family and to provide a warm caring environment within which all children are valued and can learn and progress to their own individual potential.

We pride ourselves on the work that we do with the children and families here at the Centre. We work in partnership with parents and actively encourage parental involvement. We are keen to listen to the views of our users and are therefore pleased to receive any comments or suggestions you feel might be useful. We are also aware that on occasions we may have a different perspective than parents and we would encourage parents to discuss any concerns with staff or the manager.

Compliment policy and procedure

We welcome positive feedback on our working practices and how we have helped your child and family as this helps celebrate the journey you have taken. We appreciate that staff build strong relationships with parents in often challenging and difficult circumstances and often want to thank staff for the support they have received. There are a variety of ways in which parents can support the Centre and staff: Parents are welcome to donate towards the running of the Centre or join our 100 Club raffle which goes towards the general running costs of the Centre. Parents are welcome to organize fundraising events for the Centre as a thank you and can receive support and advice from the Centre on how to do this. Parents are also welcomed to give thank you cards for the team as a token of your appreciation of the support you have received. Parents can also leave feedback on our Facebook page on how the Centre has helped their child and family.

Parents should be aware that staff are not permitted to accept personal gifts or money as a thank you or token of appreciation. Any gifts that are received from parents will be distributed and shared with the whole team.

Concerns policy and procedure

We appreciate that there may be occasions where parents hold a different perspective to us on elements of service provided or what needs their child may or may not have. We actively encourage parents to discuss with staff and the manager any concerns they may have as they arise to ensure we can deal with them appropriately and before they escalate further. Parents are welcome to make suggestions, raise general concerns or issues to a staff member or the Manager. If parents wish to raise a concern regarding a member of staff, please ask to speak to the Manager who will discuss with you informally your concerns and try to find a resolution. If parents wish to raise a concern about the Centre Manager, they can speak to a member of committee by requesting a meeting with them.

If parents feel their voice and concern has not been heard and the issue/concern is not resolved, parents have the option of following the complaints procedure should they so wish.

Complaints policy and procedure

Wherever possible any concerns will try to be resolved in an informal and positive manner. Any parent, professional or staff member who has a concern or is dissatisfied with any part of our service should speak to the Manager in the first instance. If the parent or professional is unhappy with discussing the concern with the Manager, they may ask to speak to a member of the committee.

If a parent or professional wishes to make a formal complaint they must do so in writing to the Manager or Chair of the Committee. The Manager or Chair of the Committee will acknowledge receipt of the complaint within 7 working days along with the name of a nominated member of the Committee who will be dealing with the complaint.

The Manager and nominated member of the committee will arrange to meet with the complainant within 14 working days of receipt of the complaint. The complainant may bring along a companion to the meeting should they so wish for support. At the meeting the complaint will be discussed, and any evidence should be brought to this meeting for consideration.

Any outcomes from the meeting will be made in writing to the complainant within 7 working days of the meeting which should hopefully resolve the matter.

If the complainant is still unhappy with the result of the complaints procedure they may request for an appeal and additional hearing. This request must be made in writing to the Chair of the Committee. Any appeal hearing will consist of a minimum of 3 Committee members, one must be a parent. The Chair will set the hearing date which will be within 15 working days upon receipt of any appeal request.

If at this time agreement cannot be met by the complainant and the Committee, an external mediator (agreed by both parties) will be used to try and resolve the issue. The mediator has no legal powers but can help to clarify the situation, review the action so far and suggest further ways in which the problem might be resolved.

Parents can also refer unresolved complaints regarding our Preschool Provision to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Tel: 0300 123 1231

All complaints and compliments are logged at the Centre and are available for parents to view.

Please mark all complaints Private & confidential and for the attention of:

Debbie Lambert
Manager
Devizes Opportunity Centre
Belle Vue road
Devizes SN10 2AJ

Graham Gaiger
Chair of the Committee
Devizes Opportunity Centre
Belle Vue road
Devizes SN10 2AJ

If your concern is regarding the welfare of a child or an allegation against an adult working with children, then please follow our Safeguarding policy and procedures.

This policy and procedure is taken in conjunction with and cross referenced to the following policies and procedures:

Safeguarding policy and procedure
Whistle blowing policy and procedure
Safer recruitment policy and procedure