

Safeguarding and Welfare Requirements: Welfare	
Policy Name:	Complaints Policy and Procedure- Children Service
Policy creation date:	November 2018
Last review:	November 2023
Next review:	November 2024
Owner:	Executive Director/CSM
Related Document:	Allegations Against Staff Policy and Procedure

Aim:

The Rainbow Centre aims to provide the highest quality education and care for all our children. We aim to offer a warm welcome and caring environment within which everyone can learn and develop.

We believe everyone is entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with all parties involved and we welcome suggestions on how to improve our service at any time.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of service provision given by The Rainbow Centre for Conductive Education.

The Rainbow Centre views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at The Rainbow Centre knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Children Service Complaints Procedure:

We encourage all parents and carers to express their views on the activities and life of the centre in the following ways:

- ongoing conversations with staff
- through parents' meetings, formal and informal
- pre-arranged appointment with key person, SENCo, Service Manager as appropriate.
- to the Executive Director and Chair of Board of Trustees

From time to time, however, we understand that parents or members of the public may express concern or make a complaint, either orally or in writing about some aspect of the service provision given by the Rainbow Centre, Service Manager, Executive Director and Chair of Board of Trustees. The Centre will ensure that these are dealt with effectively and with fairness to all parties. We hope that all complaints will be resolved informally. Where a complaint has not been resolved informally, then the formal procedures will be followed.

We hope the following guidance will be of assistance.

Stage 1

The first contact: guidelines for dealing with concerns and complaints informally

It is in everyone's interest that complaints are resolved at the earliest possible stage. If you have a concern, we ask that you initially approach your child's keyperson who may be best placed to help you directly, either by telephone or in writing. We encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding. We will take your concerns seriously and make every effort to resolve the matter as quickly as possible.

All staff will do their best to ensure that your concerns are dealt with appropriately and efficiently, but if an agreement cannot be reached, or you are dissatisfied with the outcome, the next step would be to make a formal complaint to the Children Service Manager.

We will reply to your concern within 2 working days.

Any concern relating to the Children Service Manager that the parent has not been able to resolve with them should be referred to the Executive Director by the parent.

1. On receiving the complaint in relation to Service Delivery a record will be completed for all complaints with a copy kept in the "Complaints" file and on personal files for staff. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
2. On receiving the complaint in relation to staff the Line Manager records it in the complaints log. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
3. Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint procedure should be attached.
4. Ideally complainants should receive a definitive reply within four working weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full

reply will be given. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage 2

Referral to the Executive Director for investigation

If you have a complaint or concern and are dissatisfied with the way the complaint has been handled by a member of staff at stage 1, you should inform the Executive Director of your concerns verbally or in writing.

Stage 3

Review by the Board of Trustees

- If the complainant feels that the problem has not been satisfactorily resolved at Stages One and Two, they can request that the complaint is reviewed at Board level.
- At this stage, the complaint will be passed to the Chair of the Board of Trustees. Both service users/parents/carers and the Service Manager/Executive Director should have a representative present if required and an agreed written record of the discussion will be made.
- The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The Chair of the Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stages One and Two.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stages One and Two should be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within four working weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

If you require any further help or advice, please contact:

Ofsted, National Business Unit,
Piccadilly Gate,
Store Street,
Manchester, M1 2WD
Email: enquiries@ofsted.gov.uk
Tel No: 0300 123 1231

Legislative Framework

General Data Protection Regulation 2018
Statutory Framework for the Early Years Foundation Stage

Statutory documents:

This policy has been drawn up based on law and guidance that seeks to protect children namely:

The Protection of Children Act (1999)
Data Protection Act (2018)
The Childrens Acts (1989 and 2004)
Every Child Matters (2003)
Childcare Act (2006 and 2016)
Children, Schools and Families Act (2010)
Working together to safeguard children (2018)
Counter-Terrorism and Security Act (2015)
Disqualification under the Childcare Act (2006)
Keeping Children Safe in Education (2023)