

Complaints Policy

We welcome feedback from parents as this helps us to develop and improve our service to ensure each child has the best care possible. Should you have any concerns or complaints about the service, a member of staff or a any part of the routine or operational procedures including policies, we would invite you to discuss any such issues with the manager.

To issue a formal complaint we would ask that you:

- Either arrange a meeting with the manager to issue your complaint so that this can be put in writing or provide your complaint in writing to the manager.
- State any person/persons involved, time, date, details of complaint and where applicable desired outcome.

We will:

- Investigate all complaints.
- Inform complainant within 28 working days of the outcome.
- Review policies and procedures to ensure any issues do not reoccur.
- Provide all with any revised policies and procedures.
- Create action plans where necessary to develop and improve the service/the individual or individuals.
- Keep a log of all complaints, the investigation, outcomes and actions for 3 years.

The investigation procedure:

- The manager will carry out all investigations unless the complaint is made against the manager.
- In such an event that a member of staff is accused of possibly causing harm to a child Ofsted and Local Authority Designated Officer (LADO) will be informed before the in-house investigation commences.
- LADO or the Local Safeguarding Children's Partnership (LSCP) may wish to lead investigations.
- If the complaint is against the manager, the deputy managers will lead the investigations.
- Should any person or persons be named in a serious complaint regarding the safety or wellbeing of a child they may be suspended during the investigation.
- Ofsted will be informed of all complaints made against any person or persons working at and in association with Tina's Tots within 48 hours of receiving the complaint and updated with any outcomes of any investigations.
- The investigator will make every effort to investigate all complaints within 20 working days.
- A written report will be issued to the complainant and any person/persons named in a complaint to explain how evidence was gathered and what the evidence showed to enable the investigator to come to an outcome within 28 working days.
- A written action plan/risk assessment may be created to develop the service, individual or individuals, this will be shared with individuals involved and may be shared with the complainant.

Taking it further:

- Should the complainant be unhappy with the outcome of an investigation they should try to solve these issues with the manager/investigator either in writing or via a scheduled meeting within 15 working days of being issued the written investigation report.
- Should the complainant be unhappy with any part of the complaint outcome or the way in which their complaint has been handled they should inform Ofsted on 0300 123 4666
- Should a member of staff wish to whistleblowing on management they should contact Ofsted on: 03001233155 whistleblowing@ofsted.gov.uk

Ofsted – 0300 1234666

LADO - 0113 3789687

LSCP - 0113 3786018

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Written by: C Smith

Updated by E Pallister

Updated by: C Smith

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