



## **Complaints Procedure Policy**

### **Raising a concern or making a complaint**

Whilst aiming to achieve the highest standard of care and education for children attending Beehive centre, and to foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Our setting believes 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 to the appropriate member of staff. If this does not achieve the desired result, we have 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 the parties involved.

#### **Stage 1:**

If any parent, staff member or other professional should have cause for complaint or any queries regarding the care or education of a child, they should in the first instance take it up with the ABA Supervisor for the child. Should parents feel they cannot speak to a member of staff; the complaint can be written and sent to the Directors.

#### **Stage 2:**

If the issue remains unresolved and there is not a satisfactory outcome, then the Directors should be contacted. These concerns must be presented in writing to the Clinical or Managing Directors. The Director will take each concern seriously and will in due course investigate the complaint and report back to the complainant within 10 working days. This will be fully documented in the complaints log book and will detail the nature of the complaints and any actions arising from it.

#### **Stage 3:**

If the matter is still not resolved a formal meeting should be held between all relevant parties to ensure that it is dealt with sufficiently. A record of the meeting should be made along with minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

#### **Stage 4:**

If the matter cannot be resolved to their satisfaction, then the complainant have the right to raise the matter with Ofsted, [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk) or 0300 123 1231. A record of complaints will be kept on file. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a child protection related complaint, please refer to the Safeguarding Children Policy.

The procedure for dealing with concerns and complaints from parents involves keeping a written record of any complaints, and their outcome, if a complaint is made, the following information will be recorded:

- the source of the complaint and,
- the nature of the complaint

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### **DUTIES AS AN EMPLOYER AND EMPLOYEE**

Employers have a duty of care to their employees. They should ensure they provide effective support for anyone facing an allegation and provide the employee with a named contact if they are suspended.

It is essential that any allegation of abuse made against a staff member or other member of staff or volunteer in the nursery is dealt with very quickly, in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

### **PROCEDURE FOR A SAFEGUARDING ALLEGATION AGAINST A MEMBER OF STAFF (please also see our safeguarding policy for further information)**

1. Notify a member of management
2. Allegation to be discussed with the LADO (or discuss nature, content and context of the allegation and agree a course of action. Information such as previous history, whether the child or their family have made similar allegations and the individuals current contact with children.
3. If the person is deemed to be an immediate risk to children or there is evidence of a criminal offence, the police will be involved immediately.
4. The initial sharing of information may lead to a decision that no further action is to be taken in regard to the individual facing the allegation or concern; in which case this decision and a justification for it should be recorded by both the case manager and the LADO, and agreement reached on what information should be put in writing to the individual concerned and by whom. The case manager should then consider with the LADO what action should follow both in respect of the individual and those who made the initial allegation.
5. The case manager should inform the accused person about the allegation as soon as possible after consulting LADO. It is extremely important that the case manager provides them with as much information as possible at that time. However, where a strategy discussion is needed, police or children's social care services need to be involved, the case manager should not do that until those agencies have been consulted and have agreed what information can be disclosed to the accused. Employers must consider carefully whether the circumstances of a case warrant a person being suspended from contact with children at the school or whether alternative arrangements can be put in place until the allegation or

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concern is resolved. All options to avoid suspension should be considered prior to taking that step. (Please see further information on suspension below).

6. If the allegation is not demonstrably false or unfounded, and there is caused to suspect a child is suffering or is likely to suffer significant harm, a strategy discussion should be convened in accordance with working Together to Safeguard Children. If the allegation is about physical contact, the strategy discussion or initial evaluation with the police should take into account that staff are entitled to use reasonable force to control or restrain pupils in certain circumstances. See Physical handling Policy
7. Where an investigation by the police or children's social care services is unnecessary, or the strategy discussion or initial valuation decides that is the case, the LADO should discuss the next steps with the case manager. In those circumstances, the options open to the setting depend on the nature and circumstances of the allegation and the evidence and information available. This will range from taking no further action to dismissal or a decision not to use the person's services in future. Suspension should not be the default position: an individual should be suspended only if there is no reasonable alternative.
8. In some cases, further enquiries will be needed to enable a decision about how to proceed. If so, the LADO should discuss with the case manager how and by whom the investigation will be undertaken.