

5. Complaints Policy & Procedure

5.1 Statement

Wyke Community and Children's Centre aim to provide a consistent approach to the high quality service of care meeting the individual needs of all children and families accessing our services. To achieve our aim we ensure that we engage and work in partnership with all service users in maintaining our high standards.

At times, service users may have concerns about the service we provide. In the event of a service user having concerns and/or making a complaint please discuss this with our Senior Management team, who will make a record of the complaint and address the matter accordingly. Where the complaint is about a member of our Senior Management team, correspondence should be addressed to our Chair of the Board of Directors, Mr Andy Hinchcliffe.

1.2 Implementation & Procedure

- **All concerns should be dealt with In confidence and not in front of other Centre users.**
- Complaints received by our Centre will be recorded on a formal 'Complaint Record'.
- Complaints will be acknowledged within 7 working days of receipt and a response be given within 28 working days of receipt, where applicable by the department manager.
- If the service user is still unhappy, they should be referred to the Centre manager or failing this Chair of our Board, so that the complaint can be followed up at a higher level. All complaints will be dealt with in accordance with our Complaints Procedure (Appendix 2).

If after this the service user is still unhappy they can submit a complaint to OFSTED. The OFSTED regulator for Wyke Community & Children's Centre is:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2DW.

0300 123 1231

enquiries@ofsted.gov.uk

5.3 Roles and Responsibilities

The Centre Management have responsibility for ensuring that service user complaints are managed effectively.

Date Of complaint	
Who made the complaint?	
Nature of complaint (please tick the Statutory Framework for the Early Years Foundation Stage that complaint relates to)	
The Learning and Development Requirements	
Assessment	
The Safeguarding and Welfare Requirements	
Please give details of the complaint:	
How was it dealt with (please tick):	
Internal investigation	
Ofsted investigation	
Other (please state)	
Please give details of investigation outcomes or attach any out come letter:	
Ofsted: Please attach copy of referral:	
Actions and outcomes (Please tick):	
Internal actions	<input type="checkbox"/>
Actions agreed with Ofsted	<input type="checkbox"/>
Changes in condition of registration	<input type="checkbox"/>
Other action taken by Ofsted	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions agreed with Early Years	<input type="checkbox"/>
Please give details of any actions:	
Has a copy of this been shared with the parents?	Yes/ No
Parents signature:	.
Name of recorder:	Outcome notified to parent: Yes/No
	Date:
Signature of practitioner:	