

## **CHARNWOOD COMPLAINTS POLICY AND PROCEDURE**

**Created: August 2018**

**Reviewed date:**

**Next review date: August 2019**

### **1.1 Purpose of the Policy**

Charnwood Trust aims to deliver very high-quality services. All aspects of the Trust's work are regularly monitored and evaluated to ensure that the high standards are maintained. We positively welcome comments and suggestions of ways that we can improve.

However, on occasions, someone may feel that we have failed to meet the high standards expected, and in this situation, may wish to raise a complaint about the service. Charnwood Trust undertakes to deal with such complaints quickly and effectively in order to resolve the issue(s) raised. How they are dealt with will depend on their nature, and how they are made.

### **1.2 Key Principles of the Complaints Policy**

- All comments and complaints will be taken seriously, and not trivialised.
- All comments and complaints will be dealt with sensitively, and as confidentially as possible.
- Anyone making a comment or complaint can do so without fear of victimisation, subsequent discrimination or disadvantage.
- Charnwood will do its best to find a speedy, fair and satisfactory resolution to issues raised, and prevent re-occurrence.

### **1.3 Procedure**

We hope that most issues can be resolved through informal discussion with relevant members of staff, either by telephone or face to face. When there could be wider organisational implications, we would expect this informal discussion to be shared with the teacher as team leader, and if appropriate with other teams via the teacher. A brief note of this discussion and outcome will be made.

However, if this informal resolution is not possible or if the issue is of a very serious nature, or is sensitive about a particular member of staff, the parent should be encouraged to talk to either the Deputy Head teacher (DHT) or the Business Manager(BM)

The following formal procedure will be followed:

The parent raises their concern with the DHT or the BM, preferably in writing, stating that this is a formal complaint. If it is not in writing, then what the parent says will be record as

the basis for the investigation, and the parent will be given a copy. If the issue can be resolved through discussion at this stage and the parent is satisfied with the outcome, then the DHT or BM member will record this. If it is not resolved, then the parent should be informed they will have a response within 10 working days.

The DHT or BM will discuss the complaint with the Head Teacher, and agree the process of the investigation. If it is possible that the disciplinary process will need to be invoked, then the discussion must only be in broad outline, in order not to compromise any future hearing which will be heard by the Head Teacher. In this instance, the Head might seek the support of an identified trustee, but not one who could be involved in any future hearing or appeal.

Within 10 days, the DHT or BM, in consultation with the Head Teacher (or Trustee), will investigate, come to a conclusion, and meet with the parent to report back. However, if it has not been possible to conclude the investigation, the parent will be informed of this and be given regular updates until it is concluded and the meeting held. A written summary of the complaint, the investigation and the outcome will be sent to the parent. If they are not satisfied with the outcome, they will be advised they have the option to appeal to the Chair of Trustees or OFSTED, and given the contact details. If the parent is not satisfied, and is going to follow this course, all records of the complaint will be kept in a file ready for the appeal.

In order to come to a conclusion as soon as possible and to rectify any issues, the appeal should be lodged within 2 weeks of the outcome meeting. If it is being dealt with by the Chair of Trustees, the matter will be handled as quickly as possible. Charnwood has no control over how long an OFSTED process may take.

If the parent is satisfied, all papers will be passed to the Head Teacher, who will undertake a review of the complaint and consider with the SLT and relevant others, any further action that should be taken to avoid a re-occurrence of the circumstances that brought about the complaint. This will be recorded on the "Complaints and Incidents Record" form, and stored in the general complaints file. Apart from key documents, all other details will be destroyed.

Reviewed August 2018



## **CHARNWOOD COMPLAINTS POLICY AND PROCEDURE (Short version)**

### **We want to get it right!**

If you have any concerns about your child or any aspect of the nursery, please talk to your child's teacher about these and we will try to resolve them. If you are still concerned, please speak in the first instance to either the Deputy Head Teacher or the Business manager. If you are not satisfied by their response or they are the object of your complaint then please speak to the Head Teacher.

Charnwood staff are contactable in person or on the phone (0161 442 7767.)

Should any matter not be resolved to your satisfaction by the nursery staff, and you wish to take your complaint further, please contact our board of Trustees, through the Chairperson:

Mr Andrew Graystone  
c/o Charnwood Nursery and Family Centre  
St Paul's Road  
Heaton Moor  
Stockport  
SK4 4RY                                      email:trustees@charnwoodnursery.org.uk

If you are still dissatisfied, you can contact Ofsted:

Office for Standards in Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

This is a summary version of the complaints document. The full version along with all the other Charnwood policies and procedures are available from reception.

Reviewed August 2018

**COMPLAINTS AND INCIDENTS RECORD: CHARNWOOD TRUST**

<b>Date of Complaint or Incident</b>		<b>Person completing record</b>	
<b>Source of Complaint/Incident</b>			
Parent (in writing)	<input type="checkbox"/>	Staff Member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (by phone)	<input type="checkbox"/>	Ofsted	<input type="checkbox"/>
		Other	<input type="checkbox"/>
<b>Nature of Complaint or incident (Tick all standards that apply)</b>			
Suitability of Staff/volunteer	<input type="checkbox"/>	Food and Drink	<input type="checkbox"/>
Organisation	<input type="checkbox"/>	Equal Opportunities	<input type="checkbox"/>
Care, Learning and Play	<input type="checkbox"/>	Special Needs	<input type="checkbox"/>
Physical Environment	<input type="checkbox"/>	Behaviour	<input type="checkbox"/>
Equipment	<input type="checkbox"/>	Parent Partnership	<input type="checkbox"/>
Safety	<input type="checkbox"/>	Safeguarding	<input type="checkbox"/>
Health	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
<b>Details of Complaint or Incident</b>			
<b>Outcome of Complaint or Incident</b>			
<b>Further Action</b>			