



Complaints Procedure

Date of Review: June 2019

Date of Next Review: June 2020

Version 5.0

This policy applies to all Stakeholders

Directors Approval:

Lewis Fogarty

Ben Bausor

Key Documents:

Terms used in this policy:

- 'The Academy' refers to any provision run by Always Growing Ltd or Always Growing Together CIC Limited
- 'Children' refers to any registered child or young person attending The Academy
- 'Staff' refers to all staff and volunteers
- 'Safeguarding team' refers to staff who have specific responsibilities for safeguarding
- 'Safeguarding' refers to the protecting children from maltreatment preventing impairment of children health and development, ensure the children have the provision of safe and effective care and taking action to enable all children to have the best outcomes.
- 'The Directors' refers to Lewis Fogarty and/or Ben Bausor or a nominated person who they have authorised to make decisions on their behalf.
- 'Parents' refers to parents, guardians, carers or anyone who has parental responsibility.

All policies are approved by the Directors of Always Growing Ltd and Directors of Always Growing Together CIC Limited, in line with the available guidance both Statutory and best practice. We envisage that these policies will apply to provision delivered by Always Growing Ltd or Always Growing Together CIC Limited. We review and update policies in a timely manner and endeavour to include statutory updates. In exceptional circumstances, for example a situation arising that is not covered by the policies below, the Directors will use their professional judgement to make the best possible decision in the circumstances. At all times, the Directors will keep in mind the needs and wishes of the child



Contents

| | |
|---------------------------|----------|
| Making a complaint | 3 |
| 1 Introduction | 3 |
| 2 Stages | 3 |
| 3 The Role of Ofsted | 4 |
| 4 Records | 4 |

Making a complaint

1 Introduction

- 1.1 Always Growing believes that children and parents and staff 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 complaints 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 a set of procedures for dealing with complaints. We aim to bring all complaints about the running of our setting to a satisfactory conclusion for all of the parties involved.
- 1.2 Always Growing, as required, keep a summary log folder of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

2 Stages

2.1 Stage 1

- Any parent or staff member who has a complaint about an aspect of the setting's provision talks over, first of all, his/her complaint with the setting Manager.
- Most complaints should be resolved amicably and informally at this stage.

2.2 Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the complainant puts the complaint in writing to the Directors.
- For complainants who are not comfortable with making written complaints, there is a template form for recording complaints in the appendices. The form may be completed with the person in charge and signed by the complainant. Alternatively the parent can authorise someone else to complete the form on their behalf.
- Always Growing stores written complaints from parents/staff in the relevant personal file. However, if the complaint involves a detailed investigation, the Directors may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Directors meets with the complainant to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record.

2.3 Stage 3



- If the complainant is not satisfied with the outcome of the investigation, he or she requests a meeting with the Directors. They may have a friend or partner present if they prefer.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record.

2.4 Stage 4

- If at the stage three meeting the parent and setting cannot reach agreement, the complainant is invited to contact Ofsted (see below for more information) with their complaint or remove their child from Always Growing.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

3 The Role of Ofsted

3.1 The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is: 0300 123 1231
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and setting are informed and the Directors works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

4 Records

4.1 A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept; including the date, the circumstances of the complaint and how the complaint was managed.

4.2 The outcome of all complaints is recorded in the Complaint Investigation Record, which is available for parents and Ofsted inspectors on request.