

# FIRST BRIDGE CENTRE



# COMPLAINTS POLICY AND PROCEDURE

*JConduit*

Joanne Conduit-Smith

Director/Nominated Person

Reviewed by *SRoneklindt* – February 2022

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# Complaints Policy and Procedure

## Complaints and Compliments

At First Bridge Centre, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that, at all times, parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the Centre. All concerns raised with staff will be reported to the Centre Headteacher.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

This policy should be read in conjunction with the following policies:

- FBC Safeguarding Policy
- FBC Allegations Against Staff Policy

### Stage 1

If any parent should have cause for concern or any queries regarding the care, intervention or early learning provided by the Centre, they should in the first instance take it up with the child's key person/therapist. The therapist will take your concern seriously and will share with the Centre's Headteacher to ensure it is dealt with in a timely and effective manner. Most concerns can be addressed and resolved at this stage.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Centre's Headteacher. The Headteacher will then investigate the complaint and report back to the parent within 14 working days. The Headteacher will document the complaint fully and the actions taken in relation to it in the complaint's logbook. If the complaint is about the Centre's Headteacher, then the CEO, Sasha Zerkalova should be contacted, she can be reached through the Centre.

### Stage 3

If the matter is still not resolved, the Centre will hold a formal meeting between the Headteacher or most senior member of staff, parent and any other relevant staff to ensure that it is dealt with comprehensively. The Centre will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.



#### **Stage 4**

If the matter is still not resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted.

Ofsted is the registering authority for all childcare providers in England and investigates all complaints that suggest a provider may not be meeting the requirements of the Centre's registration. It risk assesses all complaints made and may visit the Centre to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the Centre. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

#### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

Parents will also be informed if the Centre becomes aware that they are going to be inspected and, after inspection, the Centre will provide a copy of the report to parents and/or carers of children attending on a regular basis.