

## Complaints Handling Procedure

At Little Oaks we aim to work in partnership with parents and carers to provide a safe, stimulating and happy environment for all children in our care. As part of this we take our complaints procedure seriously and welcome constructive criticism.

### Raising an issue or making an informal complaint

Informal complaints should be made verbally to a key person. The Key person will discuss the complaint with an aim to understand the cause and issue, along with any necessary actions required to resolve it. If this is achieved, no further actions will be required.

If a parent or carer is not satisfied with the response or they cannot discuss it directly with the Key Person, the complaint should be taken to the Setting Manager. The Setting Manager will discuss the complaint with an aim to understand the cause and issue, along with any necessary actions required to resolve it.

### Raising a formal complaint

If the complaint cannot be resolved through the informal route, the complaint should be made in writing to the Setting Manager who will escalate the complaint to the Management Committee. The complaint should be acknowledged within 14 days of the complaint being made.

If the complaint is made directly to the Chairperson of the Management Committee it must be put in writing and will be escalated to the whole Management Committee. The complaint will be discussed at the next Committee meeting and followed up with a written response within 28 days.

### If a parent or carer is still not satisfied

A parent or carer can contact Ofsted if the complaint needs to be escalated. Ofsted and Little Oaks will discuss the complaint and try to find a satisfactory outcome. The parent or carer who has made the complaint will be kept informed as Ofsted deem appropriate. Ofsted's address is Piccadilly Gate, Store Street, Manchester M1 2WD, the address will also be displayed on both of Little Oaks notice boards, to be found in the cloakroom areas.

Other ways to contact Ofsted; Helpline: 0300 123 1231 or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

A parent or carer may wish to "bypass" part of the procedure and at Little Oaks we respect that choice, however the parent or carer should be aware that it may be necessary to involve or inform other parties mentioned above.

### Complaints regarding handling of personal data

If your complaint is about the handling of personal data or a breach of data protection regulations, please address any concerns to the Setting Manager. If you are concerned about the way your data is handled and remain dissatisfied after raising a concern with the setting, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or via their website: <https://ico.org.uk> .

### Managing & Recording Complaints

All complaints will be recorded by staff or the Chair of the Committee in the "Complaints and Concerns" book which will be kept in the cloakrooms. All names and other confidential information will be removed. The contents of the book will be reviewed monthly, or as appropriate, by the Chair and the Manager and shared with the Management Committee as appropriate. All parents and carers are welcome to read the above book at any time.

A confidential complaints file will be kept in the office and written complaints will be filed in this. It is accessible to the Manager and Chair of the Committee at all times. However other staff members will only have access on a "need to know" basis.

Copies of written complaints may also be kept with an individual child's records. These are kept in a locked cabinet.

At Little Oaks we also encourage parents to give positive feedback and therefore display a comments and suggestions folder in the cloakrooms.

### Other related policies

- Safeguarding and Child Protection Policy.
- Confidentiality Policy.
- Discipline and Grievance Procedure
- Data Protection Policy

### Sign off

This policy was adopted at a committee meeting of Little Oaks held on.....

Signed on behalf of the committee.....

Role of Signatory.....

### Update History

Reviewed and updated Jan 11 (address change only)

Reviewed and updated April 2013.

Reviewed and updated March 2014, Oct 14, Nov 15, June 17.

Reviewed and updated March 2018 (to include complaints regarding data protection).

Reviewed & updated May 2019 (Format changes & chair details)

Reviewed and updated March 2020 (where to find Ofsted details/process clarity of complaint to management committee)