



Elstead & Villages Sure Start Children's Centre **Complaints Procedure**

Aim

We aim to provide a high quality, safe, stimulating and consistent service for all professionals, parents, carers and children using the centre. We welcome their views and their feedback including the expression of any serious concerns. We will seek to follow up your complaint through the methods outlined in this procedure.

Method

If you have any concerns including the following:

- ❖ Children's Centre staff
- ❖ Adults from other agencies working with you at the Children's Centre
- ❖ The behaviour of other service users
- ❖ Services run by the Children's Centre
- ❖ Services run by an outside agency at the Children's Centre
- ❖ Volunteers working at the Children's Centre

First Stage

Speak to the Children's Centre Manager, who will record your complaint on a complaint form. This form will be kept and details shared with the Head Teacher.

The Children's Centre Manager will acknowledge the complaint and respond in the first instance verbally where possible on the same day or within 5 working days.

In some instances the manager may ask for the complaint to be confirmed in writing. In these circumstances the manager will respond to the complainant in writing, once the relevant facts have been established.

In the first instance the complaint will be addressed by informal discussion with the person concerned. If appropriate the complaint will be shared with the carer/parent. Individual complaints will be recorded on to a complaints form.

If the complaint is a safeguarding issue then our Safeguarding Children Policy will be followed.

If your concerns relate to the Children's Centre Manager please speak to the Head Teacher, St James Primary School.

Second Stage

If the Children's Centre does not successfully resolve your complaint then contact the Head Teacher for an appointment to discuss the matter, or alternatively put your concern in writing. The Head Teacher will look into the issues you have raised and respond once the relevant facts have been established.

Third Stage

In the unlikely event that the Head Teacher has been unable to resolve this issue to your satisfaction, write to the **Chairman of the Governing Body**, c/o the School. The Chairman or a nominated Governor will investigate and respond directly to you.

Fourth Stage

A formal complaint is heard when all previous stages have been undertaken and the issue remains unresolved.

If you decide to take this formal action, you will need to write to the Governing Body via **Chairman** stating your reasons for making a formal complaint. The Governing Body will arrange a small panel of governors, who have not previously been involved, to look in detail at the issues you raise. You may be invited to attend a meeting to discuss your complaint. After fully considering your complaint the Governors will write to you to inform you of their decision.