

## **Making a complaint**

### **Policy Statement**

Mr Bee's believes that children, parents, and service users are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our centre and will give prompt and serious attention to any concerns about the running of the centre. 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 concerns. Our Making a Complaint policy is issued to all families as part of the registration process and an e-copy is also available at [www.mrbeesfscentre.co.uk](http://www.mrbeesfscentre.co.uk) or sent via email upon request. We aim to bring all concerns about the running of our centre to a satisfactory conclusion for all involved parties.

### **Procedures**

All centres are required to keep a 'summary log' of all complaints that reach stage two or beyond.

### **Stage 1**

- Any parent who has a concern about an aspect of their child's care or how they feel they have been treated, should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate.
- Most complaints should be resolved amicably and informally at this stage.
- For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure our allegations against adults who work with children in the setting will be followed (refer to Safeguarding and Child Protection policy).
- Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the Senior Early Years Professional.
- We record the issue, and how it was resolved, in the child's file.

## **Stage 2**

- If parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they will be directed to the Centre Lead or person in charge and asked to make a written complaint.
- For parents who are not comfortable with making written complaints or prefer to make it verbally, a 'Record of Complaints' form may be completed with the Centre Lead or person in charge and signed by the parent.
- The Centre stores written complaints from parents in the child's personal file and information is transferred to a 'Summary of Complaints' form. However, if the complaint involves a detailed investigation, the Centre Lead 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 Centre Lead or person in charge will meet with the parent where appropriate to discuss the outcome within 28 days.
- When the complaint is resolved at this stage, the summative points are logged in the Summary of Complaints' form, which is made available to Ofsted on request.

## **Stage 3**

- If the parent is not satisfied with the outcome of the investigation by the Centre Lead's response, or the complaint is about the Centre Lead, a written or verbal complaint can be made to the Senior Early Years Professional (SEYP).
- The Senior Early Years Professional will investigate the complaint and respond to the complaint within 28 days.
- When the complaint is resolved at this stage, the summative points are logged in the Summary of Complaints' form, which is made available to Ofsted on request.

## **Stage 4:**

- If at the stage three, the parent is not satisfied with the investigation by the SEYP, the parent is asked to forward the complaint either verbally or in writing to the Board of Trustees.
- A Trustee will be nominated to investigate the complaint and respond to the complaint within 14 days.
- The decision made by the nominated Trustee is final and no further action will be taken by the organisation.
- The summative and outcomes are logged on the Summary of Complaints' form, which is made available to Ofsted on request.

*The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and **Norfolk Safeguarding Children Partnership** and the Information Commissioner's Office:*

- Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be a breach of the EYFS requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:  
Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Tel: 0300 123 1231
- These details are displayed on our centre's notice board.
- If a child is at risk, our centre **follows the policies and procedures** of the **Norfolk Safeguarding Children Partnership**.
- In such an event, both the parent and centre are notified and the Centre Lead or person in charge works with Ofsted or the **Norfolk Safeguarding Children Partnership** to ensure a proper investigation of the complaint, followed by appropriate action.
- A complaint to the Information Commissioner's Office (ICO) can be made about the way your data is being managed and if you remain dissatisfied after raising your concern with us Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; ico.org.uk or on **0303 123 1113**. For further information about how we manage your data, please refer to the Privacy Notice given to you when you registered your child at Mr Bee's.

### **Outside agencies**

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the Centre, the complaint will start at Stage 3 of the above process.

### **Records**

- Legislation requires the Centre to keep a record of complaints against our Centre and/or the children and/or the adults working in our centre, including the date, the circumstances of the complaint and how the complaint was managed.
- A record of the outcome of all complaints is made on the Summary of Complaints Record which is disclosed to Ofsted at inspection or any other time.
- A record of complaints is kept for at least 3 years.
- In all cases where a complaint is upheld, a review will be undertaken by the Senior Early Years Professional and Trustees to look for ways to improve practice where it is required.

**Forms:**

- Record of Complaints
- Summary of Complaints

## Re: Making a complaint

This policy was reviewed at a meeting of:	Mr. Bee's Family Centre
Held on:	8 <sup>th</sup> September 2022 – updated 17.9.2024
Date to be reviewed:	September 2025

Signed on behalf of the Board of Trustees:	
Name of role of signatory:	Jeanette Nowrung, Chairperson
Signed by Senior Early Years Professional:	
Individual Centre Lead's Signature:	
North Lynn:	
Springwood:	
St Augustine's:	