

013: Complaints Policy

Our Philosophy

We use complaints and feedback as a useful resource of information to look at the service we offer. This information can affect our policies and the training of our staff, and is used continually to improve the standard of service we offer. We recognise that everyone has a different perspective and complaints will be listened to without prejudice or repercussion. Staff in the centre aim to be accountable to parents and children and will deal with complaints promptly and courteously. The centre staff will try whenever possible to meet the needs of individual parents, but recognise that the service we offer is that of group day care and not individual care, so we are therefore governed in how we provide the service. This takes into account that we have to maintain certain child / adult ratios, have to remain financially viable, and take into account the needs and safety of the majority, so we may not always be able to comply with your individual requirements.

Parents will be asked on a regular basis to give feedback, to aid the review and development of the service we offer. Please note and forward your suggestions or ideas for consideration at any time. Please give your name when you make any suggestions to allow us to follow up your ideas and come back to you personally. You can also contact the parent board member who will raise your idea/concern at the next board meeting.

Complaints Procedure

As a provider we must ensure prompt action is taken on any concerns raised and complaints will be investigated. All complainants will be notified of the outcome within 28 days. A record of all complaints will be maintained and appropriate information will be shared with parents on request. A complaints file will be kept, which Ofsted can inspect at any time. All complaints will be recorded in a specific format. The complaint record forms and file is available for all parents to view.

If you are dissatisfied with any aspect of the service we offer and wish to complain please follow this procedure. There are two stages to the complaint procedure, an informal stage and a formal stage.

Informal Stage

If you have a complaint against the Centre (or simply want to get something off your chest), you should in the first instance raise the issue orally with the Area Supervisor normally responsible for the area where your child is based. If necessary the Area Supervisor will then discuss the issue with the Area manager for that age range the Supervisor with the support of the Area Manager with then lead the investigation of the issue or complaint, coming back to you with a response, hoping to solve the issue as quickly and efficiently as possible.

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Where it is not possible to give an immediate answer you should receive a response within five working days of the complaint being raised. A record of this will be recorded in the Complaints file, along with the response / action plan.

Please email brightbeginnings@leeds.ac.uk if you wish to raise an issue or concern in relation to the provision here at Bright Beginnings.

Formal Stage

If you are not happy with the response or decision made in reply to your complaint you are then asked to contact the General Manager, Angela Hynes. a.c.hynes@leeds.ac.uk

The Complaint and how it has initially been dealt with will be investigated by the General Manager, who will discuss the matter and you will hear directly about any outcomes or actions from that investigation.

Should you wish to raise a complaint about the General Manager or if you remain unhappy with the General Managers investigation then a written complaint may be made to the chair of The Board of Directors. The board of directors meet every 3 months but should your complaint require immediate attention, the board members will be contacted and discuss the complaint outside of a usual meeting. No-one involved in the original complaint will be involved in this part of the process.

Parents are reminded that in the first instance it is better to raise issues with staff directly. We aim, wherever possible, to resolve complaints to everyone's satisfaction at this stage, without having to recourse to the more formal procedures. Nonetheless, we recognise that this is not always possible and, once you have had a chance to talk your grievances through, you will be asked whether you want to pursue your complaint through the formal procedure. At this point, you will be given a brief description of the formal complaints procedure.

Ofsted will also look into complaints or other information which give it reason to believe a childcare provider is not meeting the required statutory standards or other requirements. Information as to how this will be carried out and monitored has not yet been provided, but we always ensure parents are made aware of any information as soon as it arrives.

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Confidentiality

All complaints will be kept confidential between those who work within the Centre, the General Manager and the Centre Board of Directors.

Contacts:

Complaint	Contact	Email
Informal Stage	Bright Beginnings Childcare Centre	brightbeginnings@leeds.ac.uk
Formal Stage	Angela Hynes – General Manager	a.c.hynes@leeds.ac.uk
Chair of The Board of Directors	Robert Wadsworth – Chair of the Board and Interim Commercial Director	r.j.wadsworth@leeds.ac.uk

Ofsted

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Telephone Number 08456 404040.

Our Ofsted Registration Number is EY391032

Complaints in relation to the provision and delivery of FEEE Free Early Education Entitlement:

FEEEQueries@leeds.gov.uk

Reviewed by	Angela Hynes
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