



Batford Day Care

BATFORD DAY CARE LTD COMPLAINTS POLICY

Version	2.0
Based on Model Policy	Not applicable
Review body:	Board of Directors
Date issued:	September 2024
Review frequency:	Three Years
Target audience:	All stakeholders

Version	Date	Notes
V2.0	September 2024	New Format

Batford Day Care is committed to:

- Safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- Eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups. These factors were considered in the formation and review of this policy and will be adhered to in its implementation and application across the whole Batford Day Care community.
- Promoting the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs: any staff member, child or visitor expressing opinions contrary to fundamental British Values, including 'extremist' views, will be actively challenged.

BUILDING STRONG FOUNDATIONS FOR OUR CHILDREN

Batford Day Care, Holcroft Road, Harpenden AL5 5BQ

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1. Complaints Policy

This policy is designed to cover complaints made by parents/carers of children who attend Batford Day Care. All complaints should be made promptly; we will not normally consider complaints made three months or more after the events complained of.

Complaint by a parent/carer whose child no longer attends the setting

The purpose of the complaints process is to ensure that if an error has been made, or an injustice done, some action can be taken to remedy matters. Where parents/carers have removed their child from Batford Day Care it is clearly impossible for us to put things right for that child. However, the Directors have a duty of care to the children who remain on roll and will review the circumstances to satisfy themselves that no one had acted inappropriately and that procedures and policies had been followed correctly.

Whilst it would not be necessary to convene a Complaint Panel, it is good practice to inform parents/carers whether the complaint was upheld or otherwise, and of any changes to practice and procedures which have been agreed by the Board of Directors. If a child is removed from roll after a complaint has been made, it is at the discretion of the Head of Centre as to whether to proceed with a full complaint panel or a management review.

Complaint by a member of the public (not a parent/carer)

Complaints from members of the public will be dealt with by the Day Care Manager in consultation with the Head of Centre and beyond that the Board of Directors.

Complaints regarding compliance with Data Protection (DP) and Freedom of Information (FOI) legislation

If Batford Day Care receives a complaint concerning Data Protection or Freedom of Information compliance, the complaints process outlined in this document should be followed. Advice and guidance about DP and FOI can be found at www.ico.org.uk.

2. We care about what you think

Each day Batford Day Care makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this day care, though not actually make a complaint; you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel free to contact us.

3. Our aims

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within 28 working days.

4. How to make a complaint

In the first instance – informal stage

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the Room Lead or another appropriate member of staff.

We know that it can feel uncomfortable to question or challenge something, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the member of staff you speak to in the first instance is unable to attempt to resolve the matter, you should make an appointment with the management team.

You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

First - formal stage

Request a meeting with the Day Care Manager who will investigate your complaint and aim to inform you of the outcome within 10 working days. The Head of Centre will be informed of the investigation.

If your complaint is about the Day Care Manager, you should write to the Head of Centre (Sarah Hedges).

If your child has an Education, Health and Care Plan (EHCP), the SEND Information Advice and Support Service (SENDIASS – formerly Parent Partnership) may also be able to help you.

Second - formal stage

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Board of Directors. In the letter you should:

- Make it clear why you are complaining.
- Say who you have spoken to already.
- Explain what you want to happen as a result of your complaint.

The Directors will convene to consider your complaint to be considered and investigated and will aim to deal with your complaint within 28 working days. The decision of the Directors is final and there is no further right of appeal.

Vexatious Complaints

Occasionally a complainant may remain dissatisfied even though Batford Day Care has made every effort to resolve an issue, or they may react in an inappropriate verbal or aggressive manner. In this case the day care reserves the right to restrict contact. Any restrictions will be appropriate and proportionate. The complainant may be asked to:

- Communicate via letter or email.
- Communicate via the Day Care Manager or the Head of Centre.
- Contact the setting on specific days only or restricted times.
- Enter into an agreement about contact with Batford Day Care.

If a complainant attempts to reopen an issue that has already been examined through the complaints procedure, the Head of Centre will inform them in writing that the procedure has been exhausted and the matter is now closed.

Appendix: Flowchart of Complaints Process

