



## **Compliments, Concerns and Complaints Procedure**

Whenever we say parents in this document we mean parents and carers and whenever we say child we mean children and young people aged 0 to 19 years old (up to 25 years old for young people with special needs).

### **Aim**

Camp Glide aims to provide high quality, safe, stimulating and consistent provision for all your children and parents. If, for any reason you get a complaint, Camp Glide aims to address it appropriately in a timely fashion.

**Camp Glide aims to deal with all complaints directly. However, If it is felt a complaint should be reported straight to Ofsted you may call 0300 123 1231**

### **Complaints**

#### ☐ Responsibility for managing complaints

- Complaints may be brought up with any staff member
- If the staff member cannot deal with the complaint it will be passed to their line manager
- If the line manager cannot give a satisfactory response then you may contact the Camp Director.
- If the Camp Director cannot give a satisfactory response then you should contact **Andy Setters; 07449532326**

#### ☐ Making parents aware of your complaints policy and procedure.

- Our complaint procedure is available on request and is situated in the policies binder.

#### ☐ Resolving a complaint in the first instance.

- You may start a complaint with a conversation with a staff member. Camp Glide staff will try and resolve the issue through conversation and action.
- If necessary, immediate action will be taken and practices will be reviewed.

☐ Formal complaints

- If you would like to make a complaint formal we do ask for it in writing. Please include:
  - Your name
  - Your Child's name
  - The nature of your complaint
  - The time and date of any incidences
  - Any evidence to support your complaint
  - Contact details

☐ Acknowledging complaints

- The staff member that receives the complaint with acknowledges its receipt and will pass it on to the right person in order to gain a response. Non urgent complaints will be responded to in 28 days. Urgent complaints will be responded to as soon as possible.

☐ Response to feedback

- We will respond to a formal complaint in writing, possibly after a speaking with the complainant.

☐ Complaints about the management

- If the complaint is about a manager please contact Andy Setters 07449532326
- If Andy Setters' response is not satisfactory you may contact OFSTED about care and provision and HSE for health and safety issues.

☐ Sharing complaints

- If appropriate we will share complaints with parents. Confidentiality will remain in place where appropriate. Camp Glide will protect the interests of its children and participants.

☐ Records

- Records of complaints are kept in the complaints folder on paper. Resolution of a complaint is also kept here.

☐ Complaints to OFSTED

- Any appropriate complaints are reported to OFSTED. The Camp Director will report these to OFSTED. In their absence the Early Years Manager will report to Ofsted

☐ Unresolved Complaints

- If a complaint has not been resolved, the complainant is to contact the Camp Director or Andy Setters. The complaint will be reviewed and a new response will be given. If this fails to meet expectations, complainants can contact OFSTED.
- If the complaint made has any child protection implications, the Surrey Safeguarding Children Board guidelines need to be followed.

### Record of complaints

Complaints are dealt with promptly and fairly.

Complaint records include:

- ✓ the nature of the complaint
- ✓ the action taken initially
- ✓ any action taken later
- ✓ the person responsible for investigating the complaint
- ✓ the timescale
- ✓ a review of the effectiveness of the action taken
- ✓ who gets a copy of the complaint record including a written record of the outcome
- ✓ how to provide parents with the name, address and telephone number of Ofsted.

If Camp Glide receives a complaint from a parent or Ofsted, we keep all the paperwork related to the complaint until at least your next Ofsted inspection.

### Making a complaint to Ofsted

Any parent can, at any time, make a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and look into all complaints received. This is mentioned in the policy above.

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Telephone: 0300 123 1231**

Children Act Regulation – Camp Glide will investigate all complaints made in writing or in electronic form from parents/carers where these relate to one or more of the welfare requirements or conditions of registration. Camp Glide will provide the parent/carer who made the complaint with an account of the findings and of any action taken as a result within 28 days if you are on the Early Years Register or the Childcare Register.

Camp Glide will make a written record of complaints, any action taken and the outcome of any investigation, and provide a summary, on request, to any parent/carer of a child for whom you act (as a childminder) or provide daycare, and Ofsted. Records must be retained for a period of at least three years from the date on which the record was made.

## **Concerns**

### ☐ Records

- Concerns are recorded and placed in a concerns folder
- Concerns should include the following (you may remain anonymous, but will not receive a response)
  - Your name
  - Your Child's name
  - The nature of your concerns
  - The time and date of any incidences
  - Any evidence to support your concerns
  - Contact details

### ☐ What Camp Glide does with concerns

- Concerns are acknowledged and reviewed
- Practices may be reviewed as part of a concern
- Responses may be given to communicate action taken

## **Compliments**

### ☐ Recording compliments

- Compliments are recorded on paper and stored in the compliments folder
- Concerns should include the following (you may remain anonymous, but will not receive a response)
  - Your name
  - Your Child's name
  - The nature of your compliment
  - The time and date of any incidences
  - Any evidence to support your compliment
  - Contact details

### ☐ What Camp Glide does with compliments

- Compliments may be shared with staff if appropriate
- Some compliments may be displayed as positive feedback

☐ policy regarding gifts to staff from parents e.g. cash, vouchers expensive presents

- Camp Glide does not take responsibility of gifts to staff from parents. It is considered a private interaction.

## **Suggestions**

☐ Suggestions

- Suggestions may be given to staff in the form of written feedback

## Useful resources and websites

☐ Advisory, Conciliation and Arbitration Service (ACAS)

[www.acas.org.uk](http://www.acas.org.uk)

08457 474747

☐ Ofsted

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

0300 123 1231

Piccadilly Gate, Store Street, Manchester, M1 2WD

☐ Surrey Safeguarding Children's Board (SSCB)

[www.surreycc.gov.uk/safeguarding](http://www.surreycc.gov.uk/safeguarding)

☐ Citizens Advice Bureau

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

☐ Surrey Family Information Service

[www.surreycc.gov.uk/fis](http://www.surreycc.gov.uk/fis)

0300 200 1004