



Links Childcare Policies & Procedures

9. Complaints Policy

Statement

Links Childcare is committed to providing a high-quality service and welcomes children's and parents' views of the service. We understand that at times families may have a concern or feedback about the service and we are committed to giving careful attention and a courteous, timely response to your suggestions, comments or complaints so that we can learn from them and continuously improve our service.

Principle

This policy is underpinned by the Child Care Act 1991 (Early Years Services) Regulations 2016.

Procedure

Links Childcare is committed to providing a high-quality service. If you have any comments or complaints about our service, we would like to hear from you.

We are committed to listening to your complaints and to treating them seriously so that we can learn from them and continuously improve our service.

Links Childcare endeavours to fulfil the following values in all aspects of our work:

- Respectful partnership
- Focusing on the needs and well-being of the children attending our service
- Positive engagement with parents
- Openness and sharing of information
- Professional and efficient delivery of our services

We aim to ensure that making a complaint is as easy as possible and that it is dealt with promptly, politely and, when appropriate, confidentially. We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

If you want to make a complaint:

- Complaints can be made by parents, guardians and other advocates on behalf of children. In the vast majority of cases complaints can be resolved informally.

Informal process:

- If you are not satisfied with any aspect of the service, you are requested to resolve the issue informally through discussion with the Educarer. If not satisfied at this stage, you are encouraged to speak to the Manager.



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Formal process:

- If the problem persists, re-occurs or you are not satisfied with the response, the complaint should be put in writing to the Manager.
- The manager will meet with the person(s) making the complaint and any other staff as appropriate to try to resolve the issue. A note will be made of this meeting
- If, following this meeting the matter remains unresolved it will be referred by the manager to senior management.
- Written records will be kept of all written complaints, the response, meetings and other actions and records will be kept for a minimum of 2 years.
- All complaints will be dealt with in a timely manner and the person making the complaint will be informed of the next steps of the process at every stage.
- Depending on the nature of the complaint the Disciplinary Procedures may also be followed.

When making the written complaint please include the following information:

- Crèche location name
- Name, address and a daytime telephone number
- Full details of the complaint
- Copies of any relevant documentation

Receipt of a formal complaint will be acknowledged within 3 working days and the Crèche Manager will communicate how the complaint will be handled.

Review

Management, in consultation with staff, monitors and reviews the effectiveness of this policy yearly or as required.