**Busy Bodies Child Care Centre Ltd**

**Information and Complaints Policy**

Busy Bodies is committed to providing a safe, stimulating, consistent and accessible service toe children and their parents / carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances we want to know so that we can put them right and learn from our mistakes.

This policy constitutes Busy Bodies formal complaints procedure. It will be displayed on the parent / carer noticeboard at all times.

**Procedure**

Under normal circumstances the manager will be responsible for managing complaints. If a complaint is made against the manager then the deputy manager will conduct the investigation. All complaints made to staff will be recorded in detail in the complaints record book and the manager will be informed immediately.

Stage One

If a parent / career has a complaint about some aspect of Busy Bodies or about the conduct of an individual member of staff it will often be possible to resolve the problem by simply speaking to the individual concerned and / or to the manager. Busy Bodies is committed to open and regular dialogue with parents / carers and the setting welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance parents / carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached and they will try and resolve the problem. If a satisfactory resolution cannot be found then stage two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint have not produced a satisfactory resolution to the situation the parent / carer should put their complaint in detail and in writing to the manager and deputy manager. Relevant names, dates, evidence and any other information on the nature of the complaint should be included.

Busy Bodies will acknowledge receipt of the complaint as soon as possible - within three working days at most - and fully investigate the matter within 28 days. If there is a delay the setting will advise the parent / carer of this and offer an explanation. The manager will be responsible for sending them a full and formal response to the complaint.

If the manager has good reason to believe that the situation has child protection implications they should inform the designated Child Protection Officer and ensure that the Safeguarding Children Policy and Procedure is followed. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed then they will contact the police.

The formal response to the complaint from Busy Bodies will be sent to the parent / carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with teh complaint and for any amendments to the settings policies and procedures emerging from the investigation.

The manager will arrange a time to meet the parent / carer concerned and any other relevant individuals, such as a member of staff, to discuss the complaint and the settings response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents / carers remain dissatisfied with the response they have received the original complaint along with the settings response will be passed on to Ofsted.

Ofsted will communicate a detailed response including any actions to be taken to the manager and the parents / carers involved within 15 working days.

**Making a complaint to Ofsted**

Any parent / carer can, at any time, submit a complaint to Ofsted about any aspect of the registered childcare provision. Ofsted will consider and investigate all complaints received. Our complaints book can be found on the Parent / Carer Information Board and a form can also be found next to it.

Ofsted Complaints Phone Number :

This policy and procedure will be reviewed annually.

Updated on ………………………………………….. By …………………………………………………………..

This policy has been read, understood and signed by all the staff.

Signed ………………………………………………….. Signed………………………………………………………

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