

## PARENTS/CARERS COMPLAINTS PROCEDURE

At BHCC we aim to provide a high quality, efficient and accessible service to parents/carers and children.

At regular intervals the Manager and the staff team will meet to discuss and to review the daily running of the Centre and the service we provide. We are always seeking to make improvements to the services we offer.

However, from time to time a complaint may arise regarding some aspect of the Centre, or an individual member of staff. Wherever possible we would hope to resolve any problems informally, as soon as they occur. However if this is not possible we have a clearly identified procedure for Parents or Carers to follow. See Appendix 1 Complaints flow chart.

### **Informal Stage**

Misunderstandings often arise through a simple breakdown in communication. If we are unaware of a concern we can do nothing to resolve it. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage. We therefore strongly encourage concerns are initially raised with the most relevant person.

### **Formal Stage**

If the concern cannot be resolved through an informal conversation then please request a meeting with a manager or a member of the Senior Leadership Team. You do not have to discuss the complaint with any other member of staff if you do not wish to.

Discuss your complaint with the Manager, you may put it in writing or via email if you prefer. The Manager may deal with the complaint directly or call a meeting with the Trustees to discuss the complaint in detail. The Manager will respond to your complaint within 7 days. If it is necessary to call a meeting, the Trustees will investigate the complaint and respond within 14 working days. The Manager may ask you to attend a meeting with the staff member or person involved in the complaint present to answer appropriate questions. You are welcome to have a person of your choice to accompany you at any time. Any witness to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be taken.

You will receive a written copy of the outcome and the action to be taken as a result of the investigation and your comments will be invited.

In exceptional circumstances, if you do not feel able to speak to a manager or Senior Leader, you may ask for the contact details of one of the Trustees to pursue your complaint.

**If you are unhappy with the outcome:**

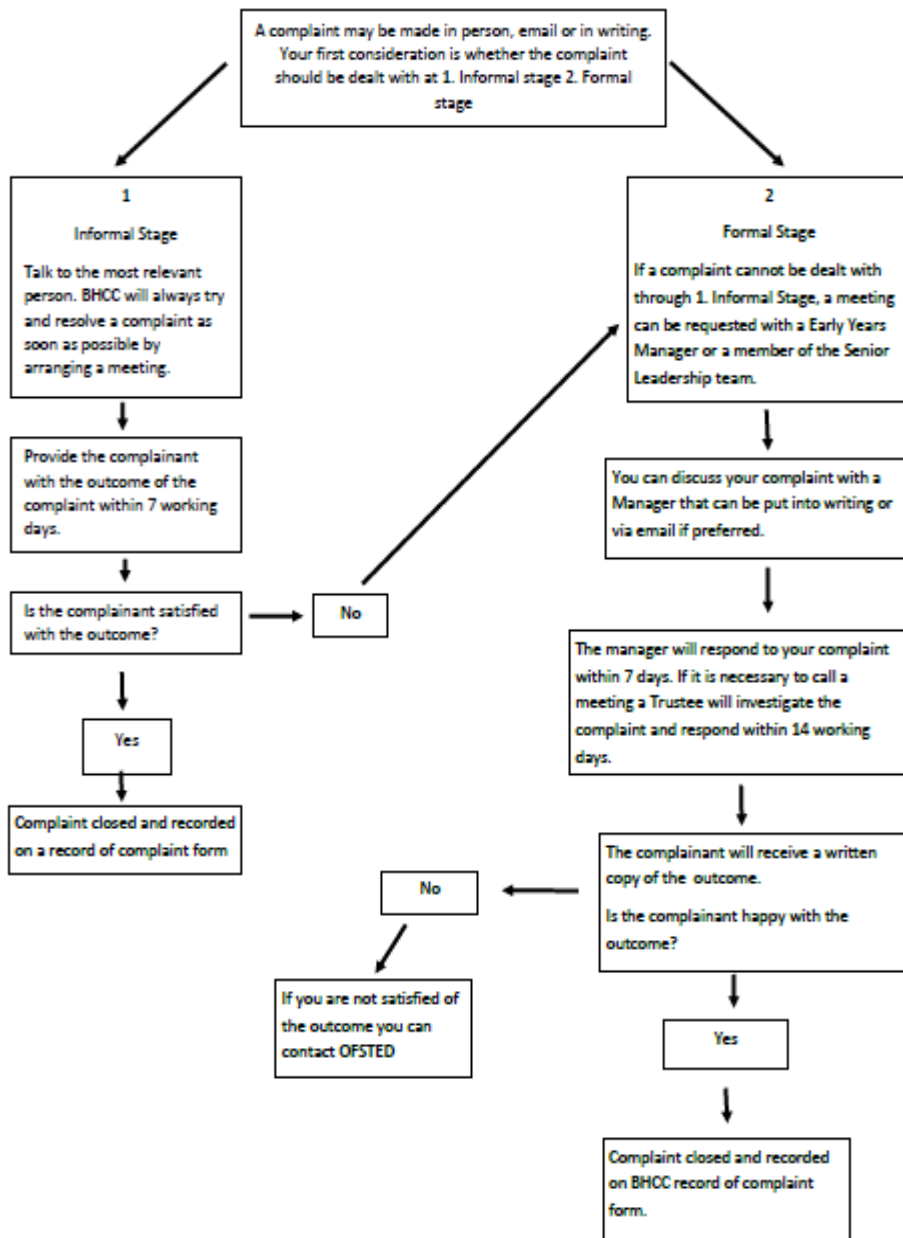
If you are unhappy with the outcome, you are welcome to contact OFSTED directly by phone on 0300 1234666.

Alternatively if you wish to state your concerns in writing you are welcome to email them at: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

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

BHCC keeps a record of all complaints reported by parents.

**Appendix 1—Complaints handling procedure flowchart**



For more information please refer to our Parents/carers complaints procedure policy