

Success4All Compliments and Complaints Policy

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

This policy constitutes the Learning Hubs formal Complaints Procedure. It will be displayed on the premises at all times.

If you have a complaint, Success4All is committed to:

1. Listen and learn
2. Put things right
3. Improve our service

Under normal circumstances, the Operational Manager will be responsible for managing complaints. If a complaint is made against the Operational Manager, the Founding Director will conduct the investigation. All complaints made to staff will be recorded in detail on the Complaints Record Form. The Registered Person will ensure that each complaint is fully investigated.

If the Operational Manager has, good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed, who will then ensure that the local social services department are contacted; in accordance to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

Stage One

If a parent/carer has a complaint about some aspect of a Learning Hub's activity, about the service, or about the conduct of a Learning Hub Coordinator, it will often be possible to resolve the problem by simply speaking to the individual concerned. As outlined in the Partnership with Parents/Carers policy. Success4All is committed to open and regular dialogue with parents/carers and the Learning Hub Coordinators welcome 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 Learning Hub Coordinator, if deemed appropriate. If not, the Operational Manager should be approached and they will try to 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 or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Operational

Manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

Success4All will acknowledge receipt of the complaint within (3) three working days, and will give you a response to your complaint within ten (10) working days. We shall explain what we are doing to resolve the issues you have raised, if it will take longer than the 10 days to do this.

The Operational Manager will be responsible for sending a full and formal response of the investigation outcome – within 28 days of having received the complaint*.

The formal response to the complaint will be sent to the parent/carer concerned, and copied to all relevant members of staff, if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the Success4All's policies or procedures emerging from the investigation.

The Operational Manager will arrange a time to meet the parent/carer concerned, and any other relevant individuals, such as members of staff, to discuss the complaint and the Success4All's response to it. The Operational 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, the parents/carers remain dissatisfied with the response they have received, the original complaint along with Success4All's response will be passed to the Registered Person who will adjudicate the case. Records of all complaints and their outcome will be retained for a period of at least 3 years, from when the record was made. Parents will be allowed access to all written records about their children on request (except in exceptional cases).

As part of Success4All's registration to OFSTED, parents/carers also have the right to make a complaint to OFSTED. This can be done by ringing Tel: 0300 123 1231 or writing to: OFSTED , Piccadilly Gate, Store Street, Manchester, M1 2WD.

Success4All will also supply a copy of the most recent Ofsted report to parents/carers of children attending. Success4All always welcomes suggestions, feedback, and compliments too.

Making a Complaint to Ofsted

At any time, any parent/carer can submit a complaint to Ofsted, about any aspect of Success4All's services. Ofsted will consider and investigate all complaints received.

* The CR requires a parent who makes a complaint, to receive a written outcome of the investigation within 20 days of having made the complaint.