

---

# Complaints

---

It is important that complaints are dealt with quickly and efficiently to shape our successful service. We must benefit from any complaints that are made – they must not be seen as negative.

## Three Points to Consider

- ❑ Most dissatisfied customers do not complain; they just don't come back!
- ❑ Complaints can be seen as a second chance to keep a customer
- ❑ A customer who has had an unpleasant experience will tell on average 9 to 10 people! Similarly, a customer who has received good service will tell 9 to 10 people.

Most of complaints can and should be dealt with by the Site Leader during the session. Some of the main areas of complaint are the activities, staff supervision, lost property and available places.

You may find the checklist below useful when dealing with complaints:

- ❑ Recognise the customer's feelings and listen carefully showing empathy.
- ❑ Collect all the information and details.
- ❑ Find out what the customer wants, work out what you can do and do it.
- ❑ If there are things you can't do, then say so and explain why.
- ❑ Do not, whatever the provocation, argue with the customer.
- ❑ Check the customer is satisfied.
- ❑ Thank them for bringing the problem to your attention.
- ❑ Work out what can be learnt from the experience.
- ❑ If appropriate, contact the customer at a later date.
- ❑ Ensure the Site Leader and all staff are kept informed of all complaints.
- ❑ Golden Rule: the customer is always right!

**Any parent with a complaint is asked to speak directly to the Site Leader in the first instance. Should a parent have a complaint that they wish to take further, they are asked to contact the PDO<sup>1</sup> who will respond within seven working days.**

## Corporate Complaints Procedure

All comments, complaints and compliments relating to a service provided by this division by telephone, email or in person should be logged on the customer feedback monitoring form by the person receiving the comment.

**Please note:** Customers do not have to put their complaints in writing. Verbal comments are equally valuable and should be recorded as such.

---

<sup>1</sup> Play Development Officer

It is then the responsibility of the Site Leader dealing with the complaint to ensure that all other areas of the form are completed.

If a complaint is not resolved to the satisfaction of the customer, the complaint is then passed on to the Director of the division.

If the complaint still cannot be resolved satisfactorily, this is then passed to the Chief Executive.

If you wish to raise a formal complaint, you can find Elmbridge Borough Council's formal complaints form on their website. Your complaint will be acknowledged within 3 working days of receipt. A full response will be sent to you within 7 working days. If this is not possible, we will write to you to let you know what action is being taken and when you can expect to receive a detailed reply.

**If parents/carers feel that their complaint has not been dealt with to the standard they would like, they can contact Ofsted on 0300 123 1231 or write to them:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Ofsted's contractors monitor the requirements for care and education. It is necessary by law to meet Ofsted requirements in out of school care for the Early Years, Compulsory and Voluntary Registers.

### **Complaints referring to the Requirements of the Early Years, Compulsory and Voluntary Registers.**

Ofsted require any complaint that refers to the requirements be documented, and findings reported within 28 days of the date of the complaint. Ofsted check complaints record at all inspections.

If a complaint is made that refers to the requirements the Site Leader will inform the PDO and exchange all the relevant information. Any parent who asks to see the complaint must be allowed. To maintain appropriate confidentiality, we will not name the person making the complaint or any persons (adults and children) that relate to the complaint. They will be documented as follows 'child A', 'staff member B' etc.

We will provide information on how the complaint was investigated. We will record the following:

- ❑ The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- ❑ Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child.
- ❑ Any referrals you made to an external agency, for example local authority environmental health departments or social services.

## **Actions and outcomes**

We will provide details about the outcome of the investigation including:

- ❑ Any action(s) identified by you.
- ❑ Any actions set or taken by Ofsted.
- ❑ Any action taken by another external agency, where you have their permission to do so.
- ❑ The outcome of your investigation, identifying any areas where you feel you could make improvement to your provision.
- ❑ If you dismissed any members of staff following the investigation and if so, under what circumstances. If a member of staff is dismissed for misconduct, because they placed a child at risk of significant harm, we may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list.

Elmbridge Borough Council will make an account of the findings of the investigation and the action, if any, that you took, or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.