

## **6.0 Complaints**

### **Policy statement**

The Lloyd Park Children's Charity takes all complaints seriously and acts upon them in a timely, courteous and prompt way.

#### Procedure

The Charity has four stages to its complaint's procedure. The aim is to try to deal with the complaint, to the satisfaction of the Complainant, at the earliest possible stage.

Complaints made by Trustees should be sent to the Chair of Trustees. Complaints made by a member of staff should be dealt with under separate grievance procedures applicable to employees. Complaints made by employees will not be dealt with under this Complaints Policy. Please refer to The Whistleblowing Policy if applicable.

All settings are required to keep a 'Summary Log' of all complaints that reach Stage Two or beyond.

### **Making a complaint**

#### Stage 1

- Any individual who has a concern about an aspect of the Charity discusses their concerns with a staff member of The Lloyd Park Children's Charity.
- Most complaints should be resolved amicably and informally at this stage.
- The complaint is to be raised within one month of the incident.
- If the matter is not resolved at stage one, the formal complaints procedure will be followed, stage 2.

## Stage 2

- The individual should put their concerns or complaint in writing to a named member of the Senior Leadership Team (SLT)
- An investigation into the complaint is undertaken by a member of the SLT
- When the investigation into the complaint is completed, the SLT member who undertook the investigation meets with the individual to discuss the outcome. This may involve an explanation, apology, reassurance that steps have been taken to prevent a reoccurrence of events which led to the complaint
- The Complainant will usually be informed of the outcome of the investigation or given an update within 28 days of The Charity receiving their written complaint.
- A confidential written report of the complaint is kept on file in line with GDPR requirements.
- If the complaint is resolved at this stage, the summary points are logged in the Complaints Summary Record.

## Stage 3

- If the individual is not satisfied with the outcome of the investigation, and wants to appeal, he or she requests a meeting with the Centre Manager or member of the Board of Trustees. The complainant may have a friend, relative or partner present if required and the manager should have the support of a Trustee Board member or senior staff member.
- The lead investigator will acknowledge receipt of the appeal within 5 days and will respond within 14 days.
- An agreed written record of the discussion is made as well as any decision or action to be taken as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summary points are logged in the Complaints Summary Record.

## Stage 4

- If at the Stage Three meeting the complainant and setting cannot reach agreement, the complainant is entitled to appeal and will be referred to the Chair of Trustees who will aim to respond within 5 days. If they are absent, it will be referred to the vice Chair. Discussions are confidential and will be kept in a confidential file, in line with GDPR.
- An agreement needs to be reached to resolve the matter. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

If the complainant believes that the matter has not been resolved at Stage 4 and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted or The Charity's Commission. The Charity will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.

In all cases where a complaint is upheld a review will be undertaken by the Charity to look for ways to improve practice where it is required and this will be reported to the board of Trustees.

Individuals may approach Ofsted directly at any stage of this complaint's procedure.

To get in touch with Ofsted to make a complaint contact  
enquiries@**ofsted.gov.uk** or 0300 123 1231  
Charity Commission – 0300 066 9197

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows our safeguarding policy and procedures in line with the Working Together to Safeguard Children and The London Child Protection Procedures
- TLPCC will work in partnership with any relevant outside agencies regarding the complaint.

## Records

- A record of any complaints against TLPCC is kept on file and evaluated for future practice. They are held for 3 years, in line with GDPR.

- Any written complaint is stored in a secure complaints file.
- The details of any investigation are stored in a secure designated file.
- The outcome of all complaints is reported to the Chair of Trustees and recorded in the Summary Complaints Record. This is available for parents, Ofsted Inspectors and Awarding Bodies on request.

Policy Name	Complaint Policy
Version Number	V3
This policy was developed by	Governance and Accountability Sub Group
These people were consulted/involved in developing the policy	Safeguarding Team SLT
This Policy was adopted by	Trustee Board
Date	January 2023
Signed	
Name	Bisi Oyekanmi
Role	Chairperson
Next Review Date	January 2025