



The Time Out Group

## COMPLAINTS POLICY

### **Introduction**

At the Time Out Group we strive to provide an excellent service for all our children, and the group leader and staff work very hard to build positive relationships with all parents. However, in the event of an issue, we are open to following up any complaint. The policy below sets out the procedure that the Group follows in such cases.

### **Aims and objectives**

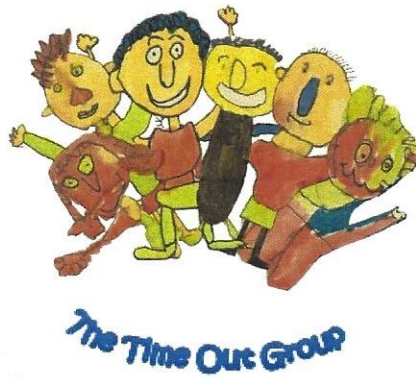
The Time Out Group aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and aim to deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **The complaints process**

#### How to share a concern

If a parent is concerned about anything to do with the Group, they should, in the first instance, discuss the matter with the Group Leader. Most matters of concern can be dealt with in this way. All staff work very hard to ensure that each child is happy, and safe and they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's enjoyment. The Group Leader considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

#### What to do if the matter is not resolved through informal discussion



Where a parent feels that a situation has not been resolved through contact with the Group Leader, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with one of the members of the Management Committee.

#### Sharing a concern about the Group Leader

Should a parent have a complaint about the Group Leader, s/he should first make an informal approach to one of the members of the management committee, who is obliged to investigate it. The committee member in question will do all s/he can to resolve the issue through a dialogue with the Group Leader, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below. A list of committee members is available to parents on request.

#### How to take the matter further

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Management Committee. This complaint must be made in writing, stating the nature of the complaint and how it has been handled so far. The parent should send this written complaint to the Chair of the Management Committee.

The Committee (or a duly authorised sub-committee comprising not less than two members of the Committee) must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The group gives the complainant at least seven days' notice of the meeting.

After hearing all the evidence, the Committee will consider the evidence impartially and then make a decision and inform the parent about it in writing.



### The Time Out Group

The Committee must do all they can at this stage to resolve the complaint to the parent's satisfaction.

#### Members of the public

If a member of the public has a complaint to make this should be in the first instance with the Group Leader at the time the incident occurs. This conversation should be logged by the Group Leader and a response provided to the complainant. If the member of the public is not satisfied with the response, the Group Leader should give the contact details of the Chair of the Management Committee so that the complaint can be dealt with as above.

#### **Monitoring and review**

The Committee Members monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Group Leader logs all complaints received by the Group and records how they were resolved. The Committee will examine this log on an annual basis.

This policy is made available to all parents, so that they can be properly informed about the complaints process.

This policy was adopted by the committee on 12 June 2018

Signed H. Bradley Chair 2016/18 Date