

COMPLAINTS POLICY / PROCEDURE

1. In a situation where there is a complaint from a member of staff or a parent, an attempt should first be made to resolve the situation verbally. Parents should speak directly to the child's key person/teacher and staff should report to the manager. If this does not resolve the issue, they should then put the complaint in writing where it becomes a formal complaint to be investigated by senior management (Management Committee)
2. The manager should be made aware of all minor complaints that are made to key persons via the Manager's Log of Concerns into which staff log all verbal complaints.
3. Those making a formal complaint will be informed that they will receive a written response within 28 days.
4. The manager will investigate all formal complaints and make every effort to reach a satisfactory resolution, with the help of the Management Committee if necessary. Contact number is:
 - Meeta Lovage, 07717220697
5. Where a complaint has been made, a copy of the findings will be sent by email or otherwise to the complainant and, when appropriate, to the person complained about.
6. All allegations against staff or volunteers should be immediately brought to the attention of the manager. Children's Social Care can also be informed. You can contact them on 02084894470.
7. Where a complaint has been made against a member of staff or volunteers concerning an issue of Child Protection, suspension will be considered when:
 - there is a cause to suspect a child is at risk of significant harm or
 - The allegation warrants investigation by the police or
 - The allegation is so serious that it might be grounds for dismissal
8. Any disciplinary investigation should be carried out once the child protection investigation has been completed
9. If you have a complaint on a matter of child protection concerning the manager, you should contact Childrens' Social Care directly on 0208489 4470

This policy was adopted on **17 May 2022**

Date to be reviewed: **16 May 2024**

Signed on behalf of the Management Committee

Name of signatory: Mary Anne Lovage