**Compliments and Complaints Policy**

Epsom Sure Start Children’s Centre is committed to delivering high quality services. We hope that parent/carers will express their views on what they like about the services as well as any concerns they have.

The Children’s Centre Manager is responsible for the direct management of the Children’s Centre. One of our aims is to ensure that concerns are heard and dealt with in a positive way and whenever they occur, are resolved as quickly as possible.

**References /legislation that informs this policy:**

- Statutory Framework for the Early Years Foundation Stage
- Section 39(1)(a) Childcare Act 2006

**Aims of the Policy**

- The Children’s Centre needs to evaluate the quality and effectiveness of the work being undertaken and to ensure it is delivering services that parents and children need and enjoy
- To be able to acknowledge when services may not be working and to make improvements/changes as necessary

**Comments (compliments and complaints)**

Parents and carers are encouraged to provide the Children’s Centre with feedback about the services they provide. We feel very strongly that the needs and wants of the community will shape the services we offer. A suggestions book is available in the play room at all times for parents and carers to use freely.

All suggestions and feedback are considered and where necessary acted upon.

Regular evaluations are carried out with parents and carers about the services and the centre in general. We use these as an opportunity to celebrate what we are doing well and develop our practice and services where necessary.

If you have a complaint or compliment that you wish to raise with the Children's Centre Manager please do so in writing. The Centre Manager will investigate and respond to any complaint in writing within 28 days. Complaints concerning the Management of the Centre should be directed to the Head Teacher of Epsom Primary School.
Partnership organisations/Employees will:

- Be open and sensitive to hearing complaints and work together with the Children’s Centre Manager to resolve issues
- Inform the Children’s Centre Manager if a complaint involves a member of staff and work with the Children’s Centre Manager and staff member to address concerns

The Children’s Centre Manager will:

- Inform partnership organisations of any complaints that are received regarding one of their staff members or service
- Provide any information within data protection and confidentiality boundaries that will support the full investigation of a complaint
- Provide written feedback to parents, in partnership with organisations where this is appropriate

Monitoring

- All complaints will be recorded, discussed and monitored by the Children’s Centre Advisory Board, as a way of constantly reviewing and improving our services
- The Chair of the Children’s Centre Advisory Board is able, where necessary, to appoint independent investigators to examine a complaint and the responses received

Concerns that cannot be resolved

- If the complainant feels that their complaint has not been resolved by the Centre Manager, they should write to the Head Teacher at Epsom Primary and Nursery School who will investigate the steps taken by the Children’s Centre Manager

It is important that the Children’s Centre Manager is given the opportunity to resolve any concerns as she will have all the information to hand. The complainant does have the right to pass their complaint to Ofsted once all other routes have been tried.

This policy should be read in conjunction with Epsom Schools Procedure-
Responding to Concerns about Surrey County Council Schools

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted if it has not been resolved.

Ofsted will consider and investigate all unresolved complaints.

Ofsted’s address is:

Ofsted
The National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)