

At HOPS we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

How HOPS deal with complaints

The Team Leader is usually responsible for dealing with complaints. If the complaint is about the Team Leader, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of HOPS activity:

- The Team Leader or Coordinator will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Team Leader, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Coordinator. The Coordinator will:

- Acknowledge receipt of the letter within 7 days.
- Inform the Team Leader of the complaint
- Together they will investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to HOPS practices or policies as a result of the complaint.
- Meet relevant parties to discuss HOPS response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Team Leader will refer the situation to HOPS Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the Coordinator will contact the police.

Complaint Policy



Stage three

If the complaint remains unresolved the matter will be escalated to Trustees

- Formal letters of complaint should be sent to Mid Suffolk HOPS, 9 Spencer Way, Stowmarket, IP14 1UB.
- The Chairperson and/or other trustees of HOPS will be informed to seek a resolution.
- Formal letters of complaint will be investigated and information on outcomes will be forwarded to the complainant within 28 days.

Final arbitration

In the event that none of the above discussions prove satisfactory please contact **Activities Unlimited OR Ofsted**


“Activities Unlimited” Endeavour House, 8 Russell Rd, Ipswich IP1 2BX

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about HOPS at any time. Ofsted will consider and investigate all complaints. Address: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

This policy was adopted by: HOPS	Date: 13.03.2018
To be reviewed: March 2019	Signed: 

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.