

Aireborough Supported Activities Scheme

PROVIDING LEISURE ACTIVITIES FOR CHILDREN WITH DISABILITIES

Policy title:	Compliments and Complaints Policy		
Policy number:	HR-005	Last review date:	11 th November 2018
Next review	November 2020	Last reviewed by:	Sarah Lee

1 Statement of policy and purpose of policy

- 1.1** Aireborough Supported Activities Scheme believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.
- 1.2** We welcome suggestions on how to improve our scheme and will give prompt and serious attention to any concerns about the running of the scheme. If we have done something well, it is encouraging to be told this.
- 1.3** We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

2 Aims

- 2.1** We aim to bring all concerns about the running of our scheme to a satisfactory conclusion for all of the parties involved.

3 Methods

- 3.1** To achieve this, we operate the following complaints procedure.

You can make complaints/compliments to the Project Coordinator; Jo Galasso by phone 07764432933, or in writing to; Aireborough Supported Activities Scheme, 52 Chippendale Rise, Otley, LS21 2BJ, or email jo.galasso@aireborough-scheme.co.uk or to the Chair of the committee; Chris Parapia, Farnhill, Kelcliffe Lane, Guiseley, LS20 9DE, 07503180315, or email chris.parapia@aireborough-scheme.co.uk

3.2 How to Complain

3.3 Stage 1

Any parent who is unhappy about an aspect of the scheme's provision first talks over his/her concerns with the Project Coordinator or Team Leader.

3.4 Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Project Coordinator or the Chair of the management committee.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Aireborough Supported Activities Scheme

PROVIDING LEISURE ACTIVITIES FOR CHILDREN WITH DISABILITIES

3.5 Stage 3

The parent requests a meeting with the Project Coordinator and the Chair of the management committee. Both the parent and the Coordinator can have a representative or partner present if required. An agreed written record of the meeting is made. 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.

3.6 Stage 4

If at the Stage 3 meeting the parent and scheme cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

Staffs within the Children's Disability Social Care team / Daycare Support team are appropriate persons to be invited to act as mediators.

3.7 The mediator keeps all meeting confidential. She/he can hold separate meetings with the scheme personnel (Project Coordinator and Chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

3.8 Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the Project Coordinator and the Chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

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.

4 The role of the Ofsted and Leeds Local Safeguarding Children Board

4.1 Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements for Day Care are adhered to.

4.2 The address and telephone number for Ofsted regional office are:

Ofsted
Piccadilly Gate
Store Street
Manchester

M1 2WD

enquiries@ofsted.gov.uk

www.ofsted.gov.uk

Aireborough Supported Activities Scheme

PROVIDING LEISURE ACTIVITIES FOR CHILDREN WITH DISABILITIES

General helpline 0300 123 1231

Concerns 0300 123 4666

4.3 These details are displayed on our scheme's notice board. If a child appears to be at risk, our scheme follows the procedures of the Leeds Local Safeguarding Children Board.

4.4 In these cases, both the parent and scheme are informed and the Project Coordinator works with Ofsted or Social Care to ensure a proper investigation of the complaint followed by appropriate action.

5 Records

5.1 A record of complaints against our scheme and/or the children and/or the adults working in our scheme is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Aireborough Supported Activities Scheme

PROVIDING LEISURE ACTIVITIES FOR CHILDREN WITH DISABILITIES

Policy title:	Compliments & Complaints Form		
Policy number:	HR-005-A1	Last review date:	11 November 2018
Next review	November 2020	Last reviewed by:	Sarah Lee

This form is not only for formal complaints but to register issues which you feel we need to discuss within the setting.

Name of the person raising the issue _____

Brief outline of the nature of concern or complaint or compliment:

Who or what the issue is concerning:

Date and time of circumstances leading to the complaint (where applicable)

Date: _____ **Time:** _____

--	--

Initial action taken by you:

Action requested from registered person in charge:

Availability for discussion: Yes No Preferred date/time _____

I wish to make a formal complaint, and request that my complaint is acknowledged and investigated by the registered person in charge (or Team Leader where appropriate) as soon as possible, and that I am informed of the outcome. **(Delete as appropriate) YES / NO**

I wish to raise this as a matter of concern, and request that the issue is acknowledged and investigated by the registered person in charge (or Team Leader where appropriate) as soon as possible, and that I am informed of the outcome. **(Delete as appropriate) YES / NO**

Please make a note of my compliment and pass it on to the staff.
(Delete as appropriate) YES / NO

Name(PRINT)_____

Signed: _____ Date: ____/____/20____

Aireborough Supported Activities Scheme

PROVIDING LEISURE ACTIVITIES FOR CHILDREN WITH DISABILITIES

Policy title:	Complaints Record		
Policy number:	HR-005-A2	Last review date:	11 November 2018
Next review	Novemmber 2020	Last reviewed by:	Sarah Lee

Date of complaint			
A: Source of complaint			
Parent (in writing, including email) ¹ Parent (in person) Parent (phone call)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Staff member Anonymous Ofsted (include complaint number if known) Other (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B: Nature of complaint (please tick all that the complaint relates to)			
Suitable Person Organisation Care, Learning & Play Physical Environment Equipment Safety Health inc Administration of medication	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Food and Drink Equal Opportunities Special Needs Behaviour Working in Partnership with Parents and Carers Child Protection / Safeguarding Documentation	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please give details of the complaint:			
C: How it was dealt with			
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

¹ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

Aireborough Supported Activities Scheme

PROVIDING LEISURE ACTIVITIES FOR CHILDREN WITH DISABILITIES

Please give details of any internal investigation or attach any outcome letter from Ofsted:

D: Actions and outcomes

Internal actions	<input type="checkbox"/>
Actions agreed with Ofsted	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>
Other action taken by Ofsted	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions imposed or agreed with other agencies	<input type="checkbox"/>

Please give details:

Has a copy of this record been shared with parents? Yes or No

Name of recorder:

Outcome notified to parent: Yes (within 28 days)²

Date:

Position:

Name:

Signature:

Date Completed:

² Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.