

19. Complaints Policy

Signed by (Trustee): John Keighery

Date: April 2023

Next Review date: April 2024

Review date	Description	Proposed by	Approved by	Approved date
03.11.22	Updated to include - how to make a complaint about fundraising or the charity	Catherine Cook	John Keighery	April 2023
08.11.22	Changed Ofsted contact details	Sadie Clarke		
31.01.23	Updated to add clarity to the complaints procedure.	Catherine Cook		

Review of Policy

The Chief Executive will review the content of this policy every year or earlier in the event that there are changes in legislation or as a result of a change in good practice. Every effort will be made to give reasonable notice of any changes to this Policy but the right is reserved to make amendments without further notice should circumstances warrant it.

This is a Statutory Policy (Early Years Foundation Stage framework 2023).

It links to the following Peter Pan Centre policies, copies of which are available on request:

- Safeguarding
- Confidentiality
- Data Protection and Retention
- GDPR Privacy Notice
- Partnerships with Parents and Carers

Complaints will be dealt with in a robust and effective manner and any complainant, or their child, will not be treated differently because of concerns or complaint expressed. If a complaint is received involving an allegation against a member of staff or volunteer we will follow our Safeguarding policy.

Making concerns known

If you are not happy about a service that you receive, please let us know in person or by phone.

Any person who has concerns about any aspect of our provision should first discuss worries and anxieties with the Centre Manager. Most complaints should be resolved amicably and

informally at this stage. We record the issue, and how it was resolved in a separate Complaints File that will be stored with due regard to confidentiality requirements.

Childcare: Sadie Clarke

- Telephone 01782 715219. Email sadiec@thepeterpancentre.co.uk

Any person having a concern about other aspects of the running, governance, fundraising or probity of the Peter Pan Centre should contact the Chief Executive.

Charity and fundraising: Catherine Cook

- Telephone 01782 715218. Email catherinec@thepeterpancentre.co.uk

How to make a complaint

If this does not have a satisfactory outcome, or if the problem recurs, the complainant can put their complaint in writing to the Centre Manager (childcare) or the Chief Executive (charity and fundraising).

We will acknowledge receipt of the written complaint within 5 working days and we will inform the complainant of the outcome of our investigation within 28 days of him/her making the complaint.

A Complaint Record will be set up in which we will record all discussions and actions taken, and store in our Complaints File. This is made available to Ofsted (if applicable) on request.

We ask for you to please not discuss the matter in front of children, or with other adults including other parents and carers, and on social media, while the matter is being investigated.

If you are not satisfied with the outcome

If the person making the complaint is not satisfied with the outcome of our investigation, he or she can request a meeting with our Chief Executive or one of our Trustees, whichever is deemed more appropriate. The complainant may have a friend or partner present if they wish and our staff should have the support of the Centre Manager and / or a Trustee, whichever is deemed most appropriate. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. An agreed written record of the discussion is made, as well as any decision or action to take as a result. 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. When the complaint is resolved at this stage, we log the summative points in our Complaint File.

The Complaints File is available for parents and Ofsted inspectors to view on request. All complaints are reported to the Trustee Board at Board meetings.

A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.

OFSTED Contact Details

Anyone may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is

essential that we report this to Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Email enquiries@ofsted.gov.uk

Tel 0300 123 4666

Fundraising Regulator contact details

Contact the Fundraising Regulator to complain about

- The way you've been asked for donations
- How fundraisers have behaved

Fundraising Regulator, Eagle House, 167 City Road, London EC1V 1AW

Charity Commission contact details

The Charity Commission regulates registered charities in England and Wales and makes sure that charities are accountable, well-run and meet their legal obligations.

Before submitting a complaint you must:

- complain directly to the charity first - you can [find contact details of charities on the charity register](#) - or be able to explain why you could not do this
- [check if you should complain to the Charity Commission or a different organisation](#)

Only complain to the Charity Commission if there is a serious risk of harm to the charity or people it was set up to help.

<https://forms.charitycommission.gov.uk/raising-concerns/>
