



Scallywags Child Care Centre



Complaints Procedure

As a Child Care Facility we aim to provide the highest quality education and care for all our children. We aim to provide a warm and caring environment within which all children can learn and develop as they play. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their wishes and needs. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve Scallywags.

Making Concerns Known

- A parent who is uneasy about any aspect of the Scallywags' position should first talk over any anxieties or worries with Room Leader, then Belinda Ryan, the Director or the Manager Kimlisa Wadham.
- If this does not have a satisfactory outcome, or the problem reoccurs, the parent should put the concerns or complaint in writing and request a further meeting. An agreed written record of the discussion should be made and both parents and the Director or Manager may request an independent witness be present.

Most complaints should be resolved informally at this initial stage.

- Should the matter remain unresolved, it will be referred to a specially convened panel; consisting of the Director and Manager, and an independent expert (a representative of the Dorset Sure Start Unit may be appropriate). The complaint should be submitted in writing and the complainant given the opportunity to address the panel with any additional information.
- All complaints are investigated fully and recorded on a "complaints form". This record includes information on:
 - The nature of the complaint
 - Details of investigations
 - Actions/ outcomes
- The outcome of the complaint is provided to the complainant within 28 days.

The Role of the Registering Authority

In some circumstances, it will be necessary to bring in OFSTED, who have a duty to ensure that laid down requirements are adhered to and encourage high standards. OFSTED would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and Scallywags would be informed and the Childcare Support Worker would work with OFSTED and the Early Years Department to ensure a proper investigation of the complaint followed by the appropriate action.

We believe that most complaints are made constructively and can be dealt with at an early stage. We also believe that it is in the best interest of Scallywags and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

The telephone number to ring to make a complaint to the Registering Body is: 08456 404040