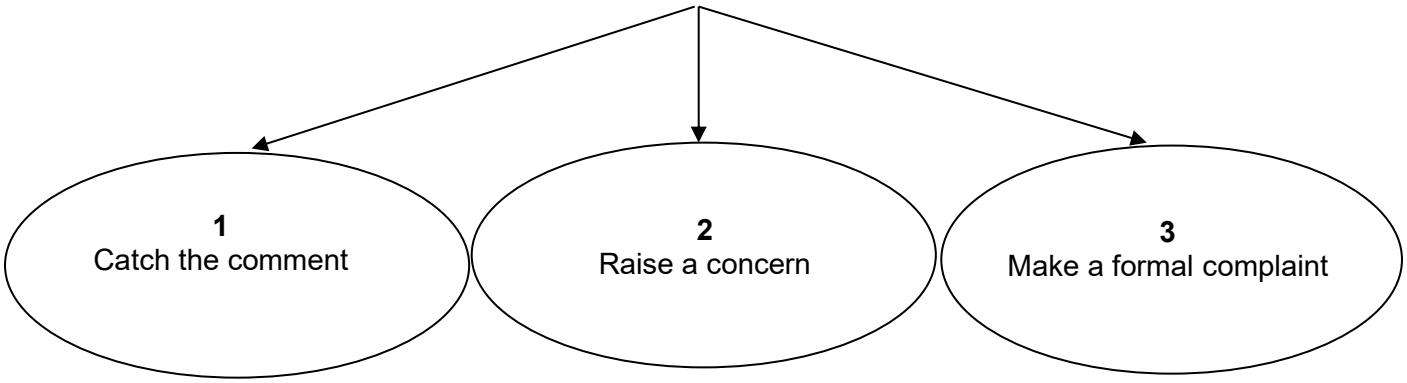
How to Make a Complaint

Any parent/carer who wishes to raise a concern or make a complaint should in the first instance speak to the child's key person or the nursery manager.

If the matter is not resolved in the first instance please follow the procedure below. This is taken from the Family Hubs guidance on 'How to Improve services' .

There are 3 ways you can give us feedback:



You can do any or all of these to help us improve our service:

1. **Catch the Comment**
   A form is available in every Family Hub and from every worker in the area. This asks you to let us know what we have done well and not so well. This is suitable for comments such as – "Can courses run on Mondays sometimes?", "I wish day care was less expensive", "My family support worker doesn't come as often as I would like", or "I really liked this session can we have some more?" If you want a personal response, please put your contact details on the form.

   After action has been taken by the relevant person, these forms (positive or not) are collated and discussed four times a year to help us improve services. General feedback and any action we have taken is displayed in Family Hubs.

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2. **Raise a Concern**

   If you would like your issue considered in more detail you can raise a concern about any area of our service. Please do it as soon as you can after you become aware of the issue, so we can try to put it right. Please approach a member of staff and tell them what the issue is. This person will record initial details of your concern. They will not however always be the best placed person to deal with it, so may have to refer it on to the most appropriate person. This person will then let you know what is being done about your issue. They may not be able to deal with it immediately but will let you know how long it will take and will inform you of any delays as they arise. An issue will usually be dealt with by the Family Hub or team about which it was raised. If you ask to meet with us to discuss an issue – such as something which has happened in nursery – we will record it as a concern. If you prefer, we will not add your details; but we do record every concern as we keep a record of them to see if there are any overall patterns emerging or ideas for how we can change things.

3. **The Complaint Process**

   If something happens which you wish us to investigate through the formal complaint process, or if you have tried to resolve the matter by raising a concern, and are not satisfied with the response, we encourage you to make a formal complaint. You can either do this in person or in writing. Formal complaints are dealt with by **Tina Wilkes, Chief Executive, Family Hubs, Kevin Pearce Family Hub, Ovenden Road, Ovenden, Halifax, HX3 5RQ.** Mark the envelope **PRIVATE & CONFIDENTIAL** for addressee only. When you make the complaint, it is useful if you can give as much information as you can. If you prefer to complain in person, please phone 01422 251090 and ask to speak to Tina Wilkes or to arrange for her to call you back.

   For Every Complaint:

- An acknowledged receipt of the complaint will be sent out in writing within 7 working days.

- The complaint will be thoroughly investigated, and a written response given within 25 working days of receipt of the complaint (or if the investigation is still in progress within 7 working days of a conclusion being reached). If it is not possible to give a response within 25 days, the complainant will be updated every 4 weeks regarding progress and the reason for any delay. The response will address the issues raised within the complaint and where appropriate propose a resolution.

- When investigating complaints other external agencies may be consulted.

- If you are not happy with the way the complaint was dealt with you can express your concern in writing to Vicky Ennis, Company Secretary.

If the complaint is about the Chief Executive (Tina Wilkes) contact North Halifax Partnership Company Secretary, Vicky Ennis in writing to the address above or telephoning 01422 250081. Alternatively, a parent/carer can contact **Ofsted** directly using the address or link below:

OFSTED
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

enquiries@ofsted.gov.uk

All complaints and the outcome will be recorded and kept for a 3-year period. All parents/carers or OFSTED can request to see complaint records at any time. OFSTED will be notified immediately of any complaint relating to a safeguarding issue and the safeguarding policy would be followed.

Parents/carers are asked to follow the steps above if they have any concerns about the nursery. It is not considered acceptable for parents to discuss concerns about a nursery via social media. Parents/carers are

asked to be particularly careful when using social media to ensure that they do not invade another parent's privacy or discuss confidential information in this arena.

All staff are made aware that they cannot discuss work via social media, so please do not put staff in difficult situations using Social Media – for example asking them to comment on something which has happened at the nursery.