

# **HPS Care Limited**

## **Complaints Policy**

At HPS Care Ltd we aim to work in partnership with parents/carers to deliver a high quality 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/carers on request.

The manager is usually responsible for responding to complaints. If the complaint is about the manager, the registered person or a Director 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 setting activity:

- The manager 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/carer will be encouraged to discuss the matter with staff concerned.
- If the parent/carer feels that this is not appropriate, the matter will be discussed with the manager, 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 manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- 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 the Setting's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Setting's response to the complaint, either together or on an individual basis.

### **Stage three**

If after stage 2, the parent/carer feels that the issue is still not resolved, the complaint will be referred to HPS Care Company Directors. If appropriate, a meeting may be arranged and minutes taken. The issue/s will be discussed as well as any actions taken by the Setting to date.

### **Stage four**

If at stage 3, an agreement cannot be reached, an external mediator (e.g. a Worcestershire Early Years and Childcare Improvement advisor) will be invited to review

the situation and suggest further ways by which the complaint may be resolved. The mediator keeps records of all meetings which are always confidential. A meeting is held between parent/carer, Setting Manager and Representative Director to discuss the mediators conclusions, and any actions to be taken. A record of this meeting is kept, with everyone present signing and receiving a copy. This document signifies that the procedure is satisfactorily concluded.

If Safeguarding issues are raised, the manager will refer the situation to the Setting's Designated Safeguarding Lead (DSL), who will then follow the procedures in the **Safeguarding Policy**. If appropriate, the DSL will then contact the Local Authority Designated Officer (LADO). If a criminal act may have been committed, the manager will contact the police.

### **Making a complaint to Ofsted**

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

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

Policy adoption and approval	
WACC Manager (L. Taylor)	15/09/2022
Kindergarten Manager (C. Fereday)	15/09/2022
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