



for pre-school deaf children and their parents

## COMPLAINTS PROCEDURES POLICY

At The Elizabeth Foundation, we work hard to ensure that children and families receive a high standard of service and commitment. It is important to the organisation that we are made fully aware of any concerns individuals might have, and assurance is given that every endeavour will be made to deal with concerns, worries and complaints sensitively, reasonably, and as quickly as possible. The welfare of all the children at The Elizabeth Foundation is, at all times, our fundamental concern.

This policy provides guidance about the procedures to be followed should an individual have a concern or complaint about The Elizabeth Foundation and which are not already covered by statutory requirements e.g. Special Educational Needs, Admissions and Safeguarding.

This policy is based on good practice and experience and the principles adopted by educational bodies.

### General Principles

- Complaints should be welcomed, together with other comments and observations from parents and carers.
- The procedures should be made known to parents/carers, staff and trustees.
- A complainant must be given fair treatment and a chance to state his/her case.
- Parents should be assured of confidentiality and that there will be no alienation of pupils.
- It should not be difficult to complain (written complaints should not always be insisted upon).
- Complaints should be dealt with in a reasonable length of time.
- Conciliatory language should be used throughout.
- Independent advice should be available to parents.
- The outcome of official complaints should be made known to the Board of Trustees.

### General Complaints Procedure

1. If appropriate, the individual concerned should initially discuss his/her concerns with the person in charge in the nursery session.
2. A meeting may be arranged. Although it may not always be necessary to have the complaint in writing, it would assist the appropriate member of staff in preparation for such a meeting in order to resolve the matter.

3. If, however, a satisfactory resolution has still not been achieved, concerns need to be addressed, in writing, to the Chief Executive for due consideration. We suggest that a telephone call is made to ensure that complaint letter has been received (The Elizabeth Foundation address is given at the end of this notice).
4. When a written complaint is received, The Elizabeth Foundation will investigate the matter fully and every effort will be made to deal with issues raised in an appropriate manner and in a way that is deemed fair and reasonable.
5. Written records of the findings of any investigation will be kept along with whatever action was taken or is planned to be taken.
6. Complaints will be dealt with within 28 days, at which time a written response will be sent, notifying the complainant of The Elizabeth Foundation's findings and actions.
7. Should this be unsatisfactory, the complainant is then at liberty to contact OFSTED.

### **Contacting OFSTED**

OFSTED has an "Early Years Complaints Line" on 0300 123 4666 and further information regarding complaints procedures can also be found on the OFSTED website, [www.ofsted.gov.uk](http://www.ofsted.gov.uk). OFSTED will initially enquire as to whether a "formal complaint" has been lodged (see above) with The Elizabeth Foundation. If this has not yet been done, this will be discussed and a request made that a written complaint be submitted, unless good reason can be provided as to why this cannot be done. For serious concerns or complaints, reference should be made to The Elizabeth Foundation's policy and procedures in respect of Safeguarding.

### **Address for the Chief Executive:**

The Chief Executive  
The Elizabeth Foundation  
Southwick Hill Road  
Cosham  
Hampshire  
PO6 3LL  
Telephone: 023 9237 2735

### ***Policy agreed by:***

**Julie Hughes, Chief Executive**

***August 2018***

***Policy to be reviewed: August 2019***