

# The Elizabeth Foundation Complaints Procedure (Parents) Policy

## 1 Introduction

At The Elizabeth Foundation (TEF), we work hard to ensure that children and families receive a high standard of service and commitment.

It is important to TEF that we are made fully aware of any concerns individuals might have, and assurance is given that every endeavor will be made to deal with concerns, worries and complaints sensitively, reasonably, and as quickly as possible.

The welfare of all the children at TEF is, at all times, our fundamental concern.

This policy should be read in conjunction with TEF Safeguarding and Child Protection Policy.

## 2 Aim

The aim of this policy is to provide guidance about the procedures to be followed should an individual have a concern or complaint about TEF and which are not already covered by statutory requirements e.g. Special Educational Needs, Admissions and Safeguarding.

## 3 Background

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

## 4 General Principles

The general principles upon which TEF work under and adhere to are as follows:

-  Complaints should be welcomed, together with other comments and observations from parents and carers
-  The procedures should be made known to parents and carers, staff and trustees
-  A complainant must be given fair treatment and a chance to state their 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 (normally 28 days)

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- ♥ 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

## 5 General Complaints Procedure

The following complaints procedure is the process by which TEF deals equally with all complaints, as detailed here:

- ♥ If appropriate, the individual concerned should initially discuss their concerns with the person in charge in the nursery session
- ♥ A meeting may be arranged as deemed necessary
- ♥ 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
- ♥ If, however, a satisfactory resolution has still not been achieved, concerns need to be addressed, in writing, to the Chief Executive Officer (CEO) for due consideration.
- ♥ It is suggested that a telephone call is made to ensure that the complaint letter has been received
- ♥ When a written complaint is received, TEF 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
- ♥ Written records of the findings of any investigation will be kept, with whatever action was taken or is planned to be taken
- ♥ Complaints will be dealt with within 28 days at which time a written response will be sent, notifying the complainant of TEF's findings and actions
- ♥ Should this be unsatisfactory, the complainant is then at liberty to contact the Chair of the Board of Trustees, Mr Tom Holloway (details will be made available when required) and/or OFSTED

### 5.1 Contacting OFSTED

OFSTED has an Early Years Complaints Line and further information regarding complaints procedures can also be found on the OFSTED website, OFSTED will initially enquire as to whether a formal complaint has been lodged with TEF.



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If this has not yet been done, this will be discussed and a request made that a written complaint be submitted, unless there are good reasons as to why this cannot be done.

For serious concerns or complaints, reference should be made to TEF policy and procedures in respect of Safeguarding and Child Protection.

## 5.1.1 Contact details

The contact details for TEF are as follows:

The Chief Executive, The Elizabeth Foundation, Southwick Hill Road, Cosham, Hampshire, PO6 3LL. Telephone: 023 9237 2735; [Julie.Hughes@elizabeth-foundation.org](mailto:Julie.Hughes@elizabeth-foundation.org)

The contact details for OFSTED are as follows:

Telephone: 0300 123 1231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

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