

## COMPLAINTS PROCEDURE

### PRINCIPLES

We are fully committed to high quality care within Primrose Hill. To maintain and ensure these standards we will work together with staff, parents and other professionals within the field, sharing information and ideas to promote the quality of care in the unit.

### STATEMENT OF INTENT

#### Primrose Hill believes:

- Parents/carers views and opinions are valued and acted upon when necessary
- We value and respect the children's views and opinions, again acting upon when necessary
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals
- We are committed to working in partnership with parents/carers

### PROCEDURES

- A comments book is in Primrose Hill. This ensures parents have the opportunity to express any comments which they may have on an anonymous basis
- All comments or complaints within Primrose Hill are dealt with confidentially
- If a parent or carer feels that they have a concern which they feel needs to be raised or addressed, they inform the manager immediately. In the absence of the manager, parents/carers can speak to the supervisor in charge
- A meeting will be arranged immediately between the manager and parents/carers
- Before this commences all relevant information relating to the complaint will be gathered
- During this meeting parents/carers will be able to express their concerns with the manager
- At this stage their complaint or concern will try to be resolved
- If the parent/carer feel that the complaint has been resolved, then a report will be written up and placed in the incident report file and no other action will be taken

- If a resolution cannot be reached, we will encourage the complaint be put in writing
- Once the written complaint has been received from the parent/carer an independent member of the management team will begin an investigation into the matter
- This will be carried out and dealt with within a short time scale to ensure that the matter is quickly and promptly resolved
- If after this investigation parents/carers still have concerns they will be encouraged to contact the registering body: **EARLY YEARS TEAM: 028 9331 5112**