



IQPlus Childcare and Educational Services Ltd Complaints Procedure

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We at IQ Plus hope you are happy with the service that we provide. IQplus aim to provide all its students and clients with a high quality service. However, from time to time problems do occur. If for any reason you feel that our service is not up to the standard you require, you can discuss any concerns you have with any member of staff. If it is not convenient to do so at a time you are normally here, please arrange an alternative time.

IQPlus Childcare and Education Services Limited will undertake to respond to your complaint fairly and impartially, with care and concern. IQPlus Childcare and Education Services Limited will also seek to learn from complaints which are upheld and make changes where necessary.

- We will ensure that all complaints are fully investigated.
- You will be informed in writing of the outcome of the investigation within 28 days of the complaint being made.
- We will keep a written record of all complaints, together with the outcomes and actions, for a period of three years. These records will be made available to Ofsted on request.

If you have a concern regarding childcare and are not satisfied with our response then you can call the Ofsted Complaints Helpline on 0300 123 4666.

Making a complaint

Stage 1

- Any learner or parent who has a concern is encouraged to talk over his/her concerns with a member of staff.
- Most complaints should be resolved amicably and informally at this stage.
- When the complaint is resolved at this stage, the summary is logged in the Complaints Record.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Centre Director / Head of Centre.
- For parents who are not comfortable with making written complaints, a Making A Complaint Form may be completed with a member of staff and signed by the parent.
- Written complaints are stored in the Complaints File. However, if the complaint involves a detailed investigation, a separate file could be designated to store all information relating to the investigation of the complaint.
- When the investigation into the complaint is completed, the Centre Director meet with the parent to discuss the outcome. **The parent or learner must be notified of the outcome of the investigation within 28 days of having received the complaint.**
- When the complaint is resolved at this stage, the summary is logged in the Complaints Record.

Stage 3

- If the parent or learner is not satisfied with the outcome of the investigation, he or she requests a meeting with the Centre Director.
- At the meeting the learner / parent may have a friend or partner present if required.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summary is logged in the Complaints Record.

The Role of Ofsted

- Learners or Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the centre's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards/Welfare Requirements for Care are adhered to.
- The address and telephone number of Ofsted are:

Ofsted National Business Unit, Royal Exchange Building, St Anne's Square, Manchester, M2 7LA.

Telephone: 0300 123 4666

- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and centre are informed and the Centre Director works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against the centre and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Record which is available for parents and Ofsted inspectors on request.