



## **Compliments & Complaints Policy - POL006**

**4Children welcomes compliments, complaints and suggestions from all who use our centre. This could be parents, grandparents, carers, children or professionals. We like to get feedback and comments on what we offer so that we can consider how to develop and improve our services in the future.**

At our project bases, we have a suggestion box if you would like to leave a comment anonymously. You can speak to a member of our team if there is anything you would like to raise or discuss. Our team is keen to know what you think of the staff, services and activities we provide.

Our team will be available during advertised opening hours, but may be running groups or working with families. If this is the case, and if you would like to discuss something privately, without interruptions, please speak to member of staff; they will arrange a suitable time for you.

### **Compliments**

If there is a particular member of staff, activity or service you would have found helpful and supportive, we would like to know. This helps us to make sure we continue doing what it is you like, and to look at how we can improve things further. You can leave your comment in the suggestion box, or you can speak to a member of our team. If you prefer, you can speak to the directly to the management team (Children's Centre Coordinator / Cluster Manager directly / Project Manager)

### **Complaints**

If anyone who uses the Children and Family Service has a complaint, we would encourage you to talk to a member of staff straight away. The process we will follow with your complaint is attached to this policy as a flowchart. When making a complaint, be clear about what you are complaining about, and why. You can also say how you would like this to be resolved or what your ideal outcome would be.

After speaking to a member of our team, if you are unsatisfied with the outcome, or if you feel it is inappropriate to discuss the matter with them, you are welcome to contact the management team (Children Centre



Coordinator / Cluster Manager/ Project Manager). This can be done in writing, in person or by telephone. The Management Team (Children's Centre Coordinator / Cluster Manager/ project Manager) will investigate your complaint, and contact you within two weeks, to let you know the outcome. If the complaint relates to the management team (Children Centre Coordinator / Cluster Manager/ Project Manager) this can be referred directly to the County Manager / Borough Manager.

Once you have spoken to the management team (Children's Centre Coordinator / Cluster Manager/ Project Manager) if you feel that your complaint has not been dealt with, or your complaint has not been resolved, you should contact the 4Children, County / Borough Manager by telephone or in writing.

The County / Borough Manager will investigate your complaint, and contact you within two weeks of the complaint being referred to them. They will let you know what they have found, and what the outcome is. They will tell you what has been done to resolve your complaint.

If you are not happy with the information supplied by the County / Borough Manager, you can contact 4Children's Director of Children and Family Services, Tracy Maxwell Jones, on 01621 827850 or in writing at The Minerva Centre, Burnham Road, Mundon, Essex, CM9 6NP.

Having contacted all of these people, if your complaint has not been dealt with, your final point of contact should be the Local Authority.

### References/Legislation that inform this policy:

- The Children's Act 1989
- Childcare Act 2006

### Linked Policies

All policies are linked to this policy.

### Compliments and Complaints Flowchart



