



## **Complaints And Allegations Against Tiggers**

### **Policy Statement**

Tiggers aims to provide a high quality of childcare to all its children in an atmosphere that is warm and welcoming to each child and his/her family, and to comply with all its legal and regulatory responsibilities in providing such care.

### **Procedures**

#### **General**

Tiggers recognises that occasionally parents may have concerns about the childcare provided, about their child's happiness at Tiggers or about the behaviour of other people at Tiggers (whether child or staff or volunteer helper).

#### **Expressing Concerns**

Tiggers works hard to develop strong positive relationships with its parents and hopes that parents will feel comfortable to discuss any concerns openly with either their assigned key worker or the supervisor who will take seriously all concerns expressed and will work with the parents to find and implement a solution.

If a parent does not feel comfortable with discussing their concerns with the key worker or supervisor, then they can contact the Chair of the Tiggers Management Committee to discuss their concerns and agree a solution.

Tiggers hopes that most concerns will be able to be addressed to the satisfaction of the parent concerned informally and through open discussion between the parent and representatives of Tiggers. However, if a parent does not feel comfortable discussing their concerns with anyone at Tiggers, or having done so feels that their concerns have not been adequately addressed, they can contact Ofsted, the body responsible for regulating the provision of childcare, directly by phone or in writing at:

**OFSTED Tel: 0300 123 4234**

**Ofsted at Piccadilly Gate, Store Street, Manchester M1 2WD**

#### **Investigation of Any Concern, Complaint or Allegation**

The person to whom a concern, complaint or allegation has been made will undertake a full investigation of that matter which may involve speaking to members of staff, committee members, parents and in certain cases to children. In conducting the investigation, they will have regard to confidentiality and the rights of the persons concerned. Where appropriate, they will prepare a written report which will set out the nature of the concern, complaint or allegation, the steps taken to investigate it and the decision reached on how to deal with the matter. They will discuss their findings with those concerned, their decision on what steps, if any, should be taken, and will ensure that those steps are implemented.



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### **Concerns relating to the Welfare of a Child**

Any concern which relates to the welfare of a child at Tiggers will be dealt with under the procedure set out in the Safeguarding the Welfare of Children policy set out above in these policies & procedures.

### **Complaints by Staff**

If a member of staff has a complaint against another member of staff or the behaviour of a parent, they should discuss this with the supervisor in the first instance who will work with those concerned to find a solution. The supervisor will report all such complaints to the Chair of the Tiggers Management Committee.

If the member of staff does not feel comfortable discussing the matter with the supervisor, the member of staff should contact the Chair of the Tiggers Management Committee who will work with the member of staff to find a solution.

If a member of staff has a complaint against the Chair of the Tiggers Management Committee, they should discuss the matter with any other member of the Committee with who they feel comfortable, and that Committee member will take responsibility for working with the member of staff to find a solution.

Any complaints made by or against member of staff may result in a grievance/disciplinary procedures being initiated in accordance with the procedures set out in the Staff handbook.

### **Confidentiality**

All expressions of concern, allegation and/or complaints will be treated as confidential and will only be disclosed to those persons who need to know for the purposes of managing the matter. Consideration will be given to protecting the rights both of the person making the allegation, the rights of the person who is the subject of the allegation and primarily to the welfare of any child concerned in the allegation.