

Compliments and Complaints Policy

SNOOP is committed to providing a safe, stimulating, consistent and accessible service to children and young adults with learning disabilities and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not go according to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes our formal Complaints Procedure. It will be displayed on the premises at all times.

If you have a complaint, the club is committed to:

1. Listen and learn
2. Put things right
3. Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has safeguarding implications for the child, vulnerable adult or the parent/carer, the designated Safeguarding Lead will be informed who will then ensure that SNOOP's safeguarding policy and procedures are followed and that the correct actions are taken.. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then this will be reported to the police in accordance with the West Yorkshire Safeguarding Procedures.

Stage One

If a parent/carer has a complaint about some aspect of the organisation activity, about the services we provide, or about the conduct of a member of

staff, it may be possible to resolve the problem by simply speaking to the individual concerned. We are committed to keeping open and regular dialogue with parents/carers and welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

SNOOP will acknowledge receipt of the complaint within (3) three working days and will give you a response to your complaint within ten (10) working days. We shall explain what we are doing to resolve the issues you have raised if it will take longer than the 10 days to do this.

The manager will be responsible for sending a full and formal response of the outcome of the investigation to the complaint – within 28 days of having received the complaint* .

The formal response to the complaint from the organisation will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the organisation's policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint

and the club's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the organisation's response will be passed to the Registered Person who will adjudicate the case.

If the Manager and the Registered person are the same person, parents/carers may have right of appeal to the Chair Of the Trustees of the Charity.

Records of all complaints and their outcome will be retained for a period of at least 3 years from when the record was made.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

As part of the registration process of all early years and play provision by OFSTED parents/carers also have the right to make a complaint to OFSTED.

**This can be done by
Ringling Tel: 0300 123 1231**

OR

In writing to:

**OFSTED
Early Years
Piccadilly Gate,
Store Street,
Manchester, M1 2WD.**

SNOOP will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

SNOOP always welcome suggestions, feedback, and compliments too. A comments box is available, and regular questionnaires may be sent out.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Making a Complaint about our Young Adult's Service

Any person wishing to make a complaint regarding our Young Adult's provision are invited to follow our 'Compliments and Complaints' procedure as described in this policy. We will follow up on all concerns raised. If a person is dissatisfied with the response they receive from SNOOP, then they may complain directly in writing to the:

**Department of Health and Wellbeing
Commissioning Team,
City of Bradford Council, 5th Floor, Britannia House,
Hall Ings
Bradford, BD1 1HX**

Allegations against a member of staff

SNOOP is fully committed the safeguarding of the children and young adults in our care and a 'Managing Allegations' Policy. All complaints will be dealt with according to procedure and all concerns will be taken seriously.

Whistleblowing

Concerns re conduct of a staff member for safeguarding of children and young people

OFSTED now have a 'whistleblowing' hotline for members of staff who are concerned about the conduct of another member of staff and where a child or children are being put at risk. The following is taken directly from OFSTED's website.

What is whistleblowing?

Whistleblowing is the term used for an employee raising concerns about practices and procedures in their workplace.

Every organisation – be it a business or public body – may face the risk of misconduct in their workplace. When this happens, usually the first people to realise or suspect will be those who work in or with the organisation.

We want you to be able to contact us easily, so that we know about your concerns as soon as possible. To do this we have set up a pilot whistleblower hotline for circumstances where children and young people are affected or at risk.

When to contact our whistleblower hotline

There may be times when council employees and those working with young children will want to report to us concerns about practices and procedures for the safeguarding of children and young people.

You can contact our hotline in three ways:

Call us on 0300 123 3155 (Monday to Friday from 8.00am to 6.00pm).

Email us at whistleblowing@ofsted.gov.uk.

Write to us at:

WBHL

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD.

SNOOP

Revised September 2012

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Reviewed March 2018

Reviewed and amended March 2019

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