



## Concerns and complaint Policy

Reviewed on: May 2023  
Next review due: May 2024  
Signed: R. Reich  
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## CONCERNS AND COMPLAINTS POLICY

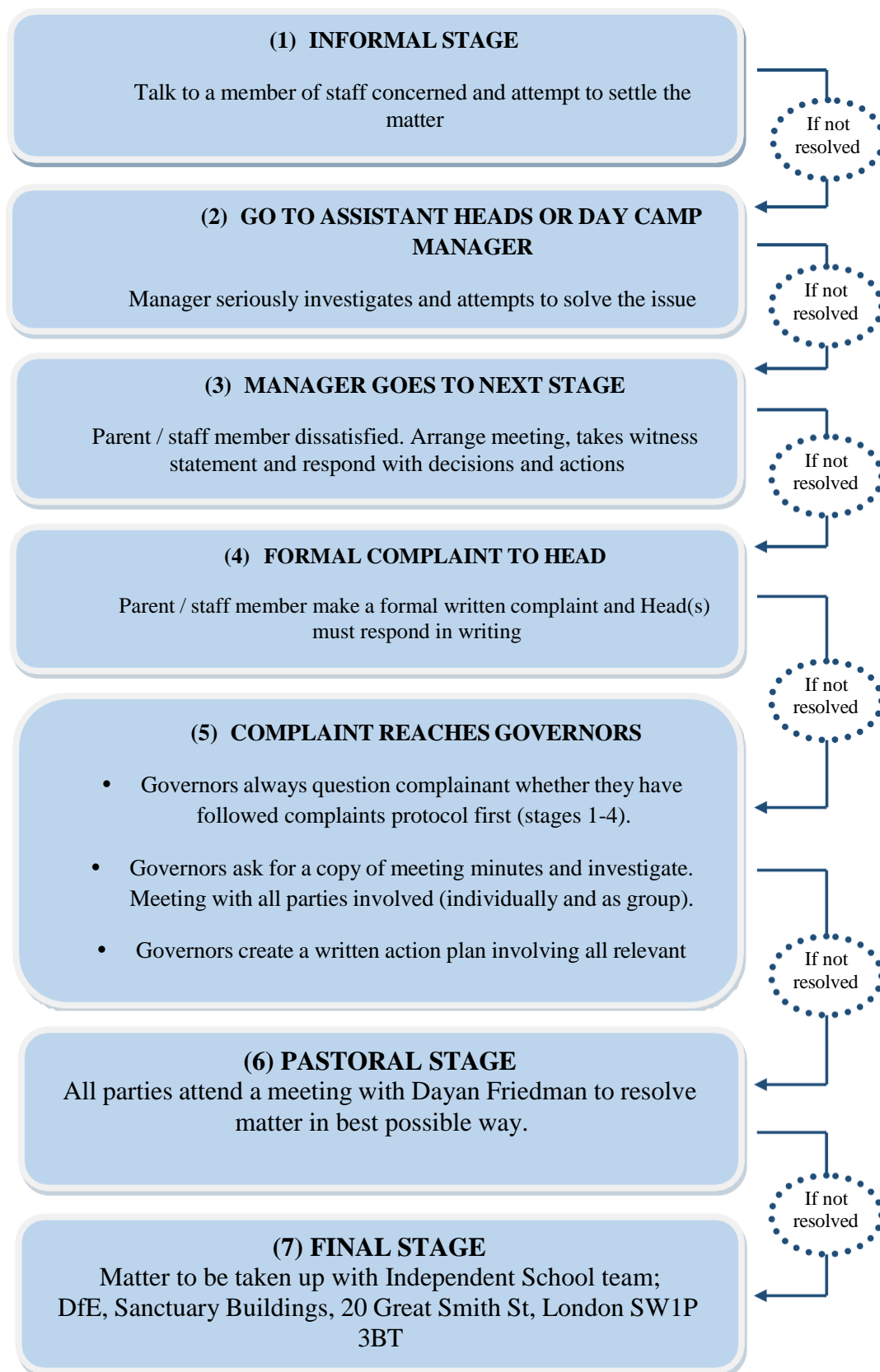
Youth On The Move aims to work in close partnership with all parents / carers, to meet the needs of their children. We hope that parents are happy with the service it provides, but would appreciate that there may be times when parents raise concerns. Youth On The Move hopes that parents will feel able to discuss any concerns or issues that they may have with Youth On The Move directly. If parents would rather not talk in front of their child(ren), then an arrangement for a more convenient time can be made; for example in the evening or at the weekend. YOTM will make every effort to resolve the issue. If parents prefer, they can put the complaint formally in writing.

Depending on the nature of the complaint, YOTM will investigate the issue. A written complaint will be investigated immediately and a response will be given within 28 days. Parents may wish to refer their concern to Ofsted this can be done by calling 03001231231 to investigate. Complaints will be treated sensitively. Under the requirements of the Early Years Register and the Childcare Register parents will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days. All complaints will be recorded and filed in the office.

A written record of all complaints will be kept on file. It will remain confidential unless an Ofsted inspector asks to see it. The following will be recorded:

- ⇒ Name of person making the complaint.
- ⇒ Nature of the complaint.
- ⇒ Date and time of the complaint.
- ⇒ Action taken in response to the complaint.
- ⇒ The outcome of the complaint investigation (for example, ways the service has improved).
- ⇒ Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

## **COMPLAINTS PROCEDURE**



## CONCERNS AND COMPLAINTS RECORD

- ⇒ Name \_\_\_\_\_
- ⇒ Date and time of the complaint \_\_\_\_\_
- ⇒ Is the complaint regarding?
- Service [ ]
  - Professionalism [ ]
  - Care [ ]
  - Staff member [ ]
- ⇒ Nature of the complaint \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- ⇒ Have you previously discussed your complaint?
- With whom? \_\_\_\_\_
  - Date? \_\_\_\_\_
- ⇒ Any suggestions or advice you wish to give The Staff? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### FOR STAFF USE ONLY

- ⇒ Action taken in response to the complaint \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- ⇒ The outcome of the complaint investigation (for example, ways the service has improved). \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- ⇒ Details of the information and solutions given to the person making the complaint (which should have been provided to them within 28 days), including any action taken and the date this occurred. \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_