**Concerns and Complaints Policy and Procedure**

This procedure is for the centrally managed (by Bristol City Council Early Years Service) early education and childcare provision in our Children’s Centres.

All staff working in our Children’s Centres are committed to providing a high quality, efficient and accessible service to meet the needs of children and their families.

Feedback is welcomed as a way of demonstrating that the Children’s Centres are open to challenge, ready to respond and willing to learn and improve. This document sets out the policy, procedures and guidance for dealing with a concern or complaint about all services.

If a concern or complaint about the provision is identified it should be reported to a member of staff immediately, either verbally or in writing. The first consideration is whether or not the issue can be dealt with on the spot. If it can, then this is the best option and once dealt with the member of staff should report the concern and outcome to the Senior Leadership Team for monitoring purposes.

If not, the member of staff should notify the Senior Leadership Team as soon as possible. All contacts received by the Senior Leadership Team will be recorded for monitoring purposes.

The Senior Leadership Team will acknowledge the concern or complaint within 2 working days and then allocate a member of the team to deal with it.

A meeting will be arranged to discuss the concern or complaint in detail; at this meeting parent/carers are welcome to have a person of their choice accompany them.

A written record of the meeting will be taken which will include the outcome and the action to be taken as a result of the investigation into the concern or complaint.

If it is felt that the concern or complaint has not been dealt with appropriately with a satisfactory outcome it can be raised with Bristol City Council’s Early Years Service or OFSTED can be contacted directly.

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| Early Years Service,  Office at Southmead Children’s Centre,  Doncaster Road,  Southmead  Bristol BS10 5PW  Telephone: 0117 3772343 | Ofsted,  The National Business Unit,  Piccadilly Gate, Store Street,  Manchester M1 2WD  [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents) or 0300 123 4666 |

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This sets out the procedure for dealing with a concern or complaint.

Concern or complaint identified to a member of staff

Report to Senior Leadership Team

Concern or complaint investigated and outcome shared with parent

Concern or complaint passed to Bristol City Council Early Years Service Manager

Concern or complaint referred to OFSTED