

Active Care Complaints Procedure

Version 1

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Purpose

At Active Care we aim to provide high-quality care and a positive experience for all children and their families. However, we understand that concerns or complaints may arise. This procedure outlines how we handle complaints to ensure they are dealt with promptly, fairly, and transparently.

Scope

This procedure applies to all complaints made by parents, guardians, children, or other stakeholders regarding the care and services provided.

Stages of the Complaints Procedure

Stage 1: Informal Resolution

1. Raising Concerns:

- If you have a concern, we encourage you to raise it informally with a member of staff or the provision manager as soon as possible.
- Many concerns can be resolved quickly through open communication and discussion.

2. Response:

- The staff member or manager will listen to your concern, seek to understand the issue, and take appropriate steps to address it.
- You can expect a response within 2 working days.

Stage 2: Formal Complaint

1. Submitting a Complaint:

- If the concern cannot be resolved informally or if you are dissatisfied with the outcome, you may submit a formal complaint in writing to the provision manager.
- Include the following details in your complaint:
 - Your name and contact information.
 - The nature of the complaint, including dates and details of the incident.
 - Any steps already taken to resolve the issue.

2. Acknowledgment:

- The complaint will be acknowledged in writing within 3 working days of receipt.

3. Investigation:

- The provision manager will conduct a thorough investigation, which may involve:
 - Speaking to relevant staff members and other involved parties.
 - Reviewing relevant documentation or records.
- Confidentiality will be maintained throughout the process, and information will only be shared on a need-to-know basis.

4. Outcome:

- A written response, outlining the findings and any actions to be taken, will be provided within 10 working days.
- If more time is required to investigate, you will be informed of the delay and provided with a new timeframe.

Stage 3: Escalation to Senior Management or Governing Body

1. Request for Review:

- If you are not satisfied with the outcome at Stage 2, you may escalate the complaint to the senior management team or the regulatory body of the provision.
- Submit your request for review in writing within 10 working days of receiving the Stage 2 outcome.

2. Review Process:

- A senior manager or designated member of the regulatory body will review the complaint and the investigation process.
- They may request additional information or arrange a meeting with you to discuss the complaint further.

3. Final Decision:

- A final written response will be provided within 15 working days. This decision will conclude the internal complaints process.

Stage 4: External Review

1. Contacting Ofsted:

- If you remain dissatisfied after exhausting the internal complaints process, you may contact Ofsted for an independent review.
- Ofsted can be reached at:
Telephone: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

2. Details to Provide:

- When contacting Ofsted, provide details of the complaint, steps taken to resolve it, and any supporting documentation.

Confidentiality and Record Keeping

- All complaints will be handled confidentially, and information will only be shared with individuals directly involved in the investigation or resolution process.
- Complaints and their outcomes will be documented and securely stored for monitoring and quality improvement purposes.

Feedback and Continuous Improvement

We welcome feedback, including complaints, as an opportunity to reflect on and improve our services. All complaints will be reviewed as part of our commitment to maintaining high standards of care.

Contact Information

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