

# 14 - COMPLAINTS POLICY

## Let Us Play Scheme

(Play Scheme for children with profound and multiple learning difficulties)

Registered Charity No 1072059

<b>Name of Unit/Premises/School</b>	<b>Let Us Play Scheme / Heathfield School</b>
<b>Date of Policy Issued/Review</b>	<b>15 May 2020</b>
<b>Name of Chairperson</b>	<b>Juliet Cheriton-Gerrard</b>
<b>Signature of Chairperson</b>	
<b>Management Committee Name</b>	<b>Matthew Lewis</b>
<b>Management Committee Signature</b>	

### POLICY STATEMENT

At LUPS we aim to provide the highest quality play provision and care for all our children.

We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which each child can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and we welcome suggestions on how to improve our group at any time.

### MAKING CONCERNS KNOWN

A parent who is uneasy about any aspect of the group's provision should first talk over any worries or anxieties with a senior member of LUPS management who are on site all day.

If this does not have a satisfactory outcome or the problem reoccurs, the parent should put the concerns or the complaint in writing requesting a meeting to the senior management or Chair of the group. The parent and the management should have a supporter present with them if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally at this stage

If the matter is still not resolved to the parent's satisfaction the parent should again contact the Chair of the Group.

If parent and group cannot reach agreement it might be helpful to call in an external mediator – one who is acceptable to both parties to listen to both sides and offer advice.

A Mediator has no legal powers but can help clarify the situation.

The Mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The Mediator will keep all discussions confidential. They would meet with the group if requested and will keep an agreed written record of any meetings that are held or any advice they have given.

## **ROLE OF THE REGISTERING AUTHORITY**

In some circumstances it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to and with whom LUPS works in partnership to encourage high standards.

The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these circumstances both the parent and the play scheme would be informed and the relevant authority would conduct a full and proper investigation of the complaint followed by the appropriate action.

In the unforeseen eventuality that a complaint can not be resolved at one of the earlier stages then correspondence can be directed to OFSTED. They also have a website that you can visit to gain further information – [www.ofsted.gov.uk](http://www.ofsted.gov.uk) . Please find the contact details below:

### **Write:**

OFSTED (South)  
Freshford House  
Redcliffe Way  
Bristol  
BS1 6NL

### **Telephone:**

- **08456 404045** about education, adult skills, or local authority children's services
- **08456 404040** about anything else.
- **08456 404049** Fax

### **Email:**

- [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## **SUMMARY**

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interest of LUPS and the parents that complaints should be taken seriously and dealt with fairly in a way that respects confidentiality.

## **ASSOCIATED POLICY'S**

- Admissions Policy
- Safeguarding Policy
- Confidentiality Policy
- Equality & Diversity Policy