



## **BBUFA Comments and Complaints Policy**

We aim to provide a safe, stimulating and caring environment within our services where children and their families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We welcome comments from parents about our services and recognise parents are the prime educators of their child and that comments, whether negative or positive, are made with the child's interest at heart.

Positive comments are a good way for parents to let our organisation know that their services are valued and appreciated, and enables everyone concerned the chance to build on good practice which promotes children's development, parents are encouraged to praise where appropriate.

### **PROCEDURES**

- Parents wishing to make concerns known should first talk to the BBUFA representative delivering the service, most problems can be sorted out quickly in this way, any problems should be resolved within a reasonable time-scale, this may vary depending on the problem.
- Any complaint received will be recorded on a complaints record sheet by the member of staff receiving the complaint.
- We will investigate all written complaints, notifying the complainant of the outcome of the investigation within 20 days of receiving the complaint.
- If the situation is not resolved the parent should contact the BBUFA Development Manager (01424 733067) or a member of the board who will raise the concern at the next board meeting.
- Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.
- Any complaints received will be kept for three years.

Complaints can also be made direct to Ofsted

- By telephone on 0300 123 1231
- Or via the link on their web site [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
- Or in writing to : Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD



## **Complaints Procedure**

If you have a concern or complaint about one of our services:

**Step 1:** Please discuss your concerns with the BUFA representative delivering the service, who will hopefully resolve the concern.

**Step 2:** If you are not satisfied with the response and/or you would like to lodge a formal complaint then we will record this on a complaints record sheet.

**Step 3:** Your complaint will then be acknowledged within five working days and investigations into the matter will commence.

**Step 4:** The outcome and result of any action taken following the investigations will be fed back to you within 20 days of us receiving the complaint.

In the unlikely event that If the situation is not resolved you should contact the BUFA Development Manager (01424 733067) or a member of the board who will raise the concern at the next board meeting.

- Alternatively, if you wish, you may make a complaint direct to Ofsted ;
  - By telephone on 0300 123 1231
  - Or via the link on their web site [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
  - Or in writing to : Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD



# Comment & Complaints Report Form

If required a member of staff will assist in the completion of this form.



Date and time of activity/service in question

Date.....Time.....

Nature of comment or complaint:

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Please use the following space to write down your comment or complaint (please use a separate sheet if necessary)

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All complaints we receive will be dealt with fairly and promptly – Please fill in your name and address and we will contact you.

Name.....

Address.....

Post code..... Telephone.....