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# Complaints

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At Shout! we aim to deal with any complaints effectively and in a timely manner.

**Any parent with a complaint is asked to speak directly to the Site Leader in the first instance. Should a parent have a complaint that they wish to take further, they are asked to contact the PDO<sup>1</sup> who will respond within seven working days.**

If you wish to raise a formal complaint, you can find Elmbridge Borough Council's formal complaints procedure [here](#). Your complaint will be acknowledged within 3 working days of receipt. A full response will be sent to you within 7 working days. If this is not possible we will write to you to let you know what action is being taken and when you can expect to receive a detailed reply.

**If parents/carers feel that their complaint has not been dealt with to the standard they would like, they can contact Ofsted on 0300 123 1231 or write to them:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Ofsted's contractors monitor the requirements for care and education. It is necessary by law to meet Ofsted requirements in out of school care for the Early Years, Compulsory and Voluntary Registers.

**Complaints referring to the Requirements of the Early Years, Compulsory and Voluntary Registers.**

Ofsted require any complaint that refers to the requirements be documented, and findings reported within 28 days of the date of the complaint. Ofsted check complaints record at all inspections.

If a complaint is made that refers to the requirements the Site Leader will inform the PDO and exchange all the relevant information. Any parent who asks to see the complaint must be allowed. To maintain appropriate confidentiality, we will not name the person making the complaint or any persons (adults and children) that relate to the complaint. They will be documented as follows 'child A', 'staff member B' etc.

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<sup>1</sup> Play Development Officer

We will provide information on how the complaint was investigated. We will record the following:

- ❑ The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- ❑ Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child.
- ❑ Any referrals you made to an external agency, for example local authority environmental health departments or social services.

### **Actions and outcomes**

We will provide details about the outcome of the investigation including:

- ❑ Any action(s) identified by you.
- ❑ Any actions set or taken by Ofsted.
- ❑ Any action taken by another external agency, where you have their permission to do so.
- ❑ The outcome of your investigation, identifying any areas where you feel you could make improvement to your provision.
- ❑ If you dismissed any members of staff following the investigation and if so, under what circumstances. If a member of staff is dismissed for misconduct, because they placed a child at risk of significant harm, we may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list.

Elmbridge Borough Council will make an account of the findings of the investigation and the action, if any, that you took, or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.