

COMPLAINTS AGAINST STAFF

This procedure must be used in conjunction with the ACAS complaints procedure, available in the Policy File.

Any complaint against a Staff member should be directed, in writing, to the Naval Under Fives office. Telephone complaint will also be dealt with.

The Co-ordinator or Deputy will inform the member of Staff that the complaint has been received.

The Co-ordinator / Deputy and member of Staff will then meet to discuss the complaint and relevant issues. At this meeting, the member of Staff may invite a third person to attend as support.

The complainant will also be asked to a meeting with the Co-ordinator / Deputy to discuss the issues and outcomes.

If the accusation is admitted or found to be valid, the member of Staff will be moved to another Setting, put on a programme of retraining and observation with a senior member of Staff acting as mentor.

If the complaint is of a serious nature, the member of Staff will be required to put in writing a full report of her understanding of the reasons for the complaint.

A complaint involving serious misconduct towards Children will result in Children's Services, Ofsted and the Police being informed and the member of Staff being placed on suspension until a final decision has been made.

Verbal complaints will also be investigated.

All paperwork relevant to complaints and investigations will be held in the Naval Under Fives office for a period of twenty (20) years and made available to future employers requesting references.

Allegations Against Staff

- Children at times do make allegations against Staff members, Volunteers, Students & Parents/Carers.
- Should an allegation be made, the Staff member receiving the allegation will immediately inform the Supervisor and/or the Co-ordinator / Deputy.
- The Co-ordinator / Deputy will contact outside agencies, including Ofsted and the LADO (Local Authority Designated Officer), Portsmouth Jacqueline Coonie 023 9284 1220, Hampshire Barbara Piddington 023 9224 0077 to discuss the content of the allegation.
- Should the allegation be made against the Supervisor of the Setting, the Deputy or Staff member will immediately contact the Office, who will take the necessary procedure.

Also refer to the 'Safeguarding policy' page 7d & 7e.

COMPLAINTS

A weekly check is carried out in each of the Settings by either the Co-ordinator and/or the Deputy Co-ordinator, which enables them to see the status of the Setting and have a chat with all Staff. Should there be any incidents of complaints or if it is felt that the Setting is not up to a satisfactory standard, this can be acted on.

Any complaints or concerns should, in the first instance, be directed to the group supervisor. If the outcome is unsatisfactory, the Under Fives Co-ordinator should be contacted either by phone, in person or in writing as below: -

Co-ordinator ordinator

Mrs. Sharon Close
Tel: 023 92 580515
078 2584 2720

Deputy Co-

Julie Johnson
Tel: 023 92 580515
078 2584 2720

Office Address
8 Shackleton Road
Rowner
Gosport
PO13 9SG

e-mail navalunderfives@btconnect.com

If the response is still unsatisfactory, you may contact the Trustees in writing to the office at the above address and marked 'Private'. The letter will given to a Trustee member unopened.

Records will be kept of all complaints and the details of the outcome and actions taken. This can be found in the Compliments and Complaints book found on the parent's notice board in each setting.

The Ofsted help desk number for complaints, concerns or any enquiries is 0300 123 1231 (local rate) or in writing to:

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M2 2WD

Parents in the Portsmouth area may also phone Early Years on 023 9267 4587