

COMPLAINTS POLICY

1.0 Policy

- 1.1 FSN seeks to provide services that are enjoyable and helpful. At times we understand that you may be dissatisfied or unhappy with the service you receive.
- 1.2 In dealing with a complaint privacy and confidentiality will be respected:
- 1.3 FSN seeks to continuously improve its services and complaints are viewed as a constructive part of the charity's learning process and assist accountability for service provision.
- 1.2 FSN's Complaints Procedure should be:

EASY	to access and well publicised
SPEEDY	with fixed time limits for action and keeping people informed of progress
CONFIDENTIAL	to protect staff and those who complain
INFORMATIVE	providing information to management so that services can be improved
FAIR	with a full procedure for investigations
EFFECTIVE	dealing with all points raised and providing suitable remedies; regularly monitored and audited to make sure that it is effective and improved

2.0 Procedure

- 2.1 When following the procedure staff must listen, be helpful, respond positively and not be defensive. Whether the complaint is justified or not the person feels aggrieved. Dealing with complaints courteously and effectively can help restore the persons confidence in FSN.
- 2.2 Most people who make a complaint want to be listened to, have the problem accepted as important, be offered a solution or explanation, have their distress acknowledged and be assured the same thing will not happen again.
- 2.3 The effective hearing and resolving of a complaint is a participatory process. It is therefore essential that people making a complaint are able to fully discuss their concerns with staff and managers, are given time to be heard fully and fairly, and where appropriate offered the support of an advocate.
- 2.4 Details of individual complaints are shared only with those involved in resolving them to protect the rights of complainants and staff. Details and outcomes are passed on a need to know basis only.
- 2.5 Recording and storing information is consistent with the General Data Protection Regulation 2016/679. Details may be changed and complaints anonymised to allow for learning from a complaint.
- 2.6 All complaints are recorded and monitoring of complaints information takes place at all levels of FSN.
- 2.7 The record of complaint should contain a written account of the first discussion with the complainant (see Informal Complaints Log FSN.005a.i), records of all telephone conversations, all written exchanges and a record of the investigation of the complaint. NB. Ofsted complaint form to be filled in re nursery complaints (see Complaints Log for Pre-school Settings FSN. 005a.ii).

2.8 Procedure

2.8.1 **STAGE 1 - Please speak to a FSN staff member**

A meeting will be arranged within 5 working days with the Manager to let you know that we are looking into the complaint and that we will send out a formal reply within 10 working days. We will also let you know who is dealing with the complaint and how to contact them.

2.8.2 **STAGE 2 if you are still dissatisfied**

Put your complaint in writing to the Operations Director who will fully investigate the matter and may arrange another meeting to help resolve the matter.

The Deputy CEO will confirm the outcome in writing within 10 working days.

2.8.3 **STAGE 3 if you are still dissatisfied**

You can request the matter be passed on to the Chief Executive who will, within 15 working days, review the papers for Stages 1 and 2 and, if necessary, interview the parties in dispute, and provide a written note of the outcome within a further 5 days. The outcome is then Final

No one will be treated less favourably or penalised in any way for making a complaint. In dealing with a complaint privacy and confidentiality will be respected at all times.

2.12 The Complaints Procedure will be displayed on notice boards at all service venues, (see Annex FSN.0008.a)

2.13 During the process staff will ensure that service users and staff involved will be appropriately supported.

2.14 Parents/Carers are entitled to contact the external regulator OFSTED at anytime.

Applications, Regulatory and Contact (ARC) Team
Ofsted (Office for Standards in Education)
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 1231231

Website: www.ofsted.gov.uk/early-years-and-childcare

2.15 **Learner Complaints**

Learners who wish to register a complaint about FSN should follow FNS's internal complaints and appeals procedure first. City and Guilds will not process a complaint unless FSN's procedure has been exhausted.

Complaints regarding City & Guilds products or service should be sent direct to City and Guilds at:

email: feedbackandcomplaints@cityandguilds.com

Post: Customer Relations
City & Guilds
1 Giltspur Street
London EC1A 9DD

2.16 **Complaints relating to Fundraising**

If you have a complaint regarding any fundraising activity undertaken by FSN, you should follow the complaints policy. If you remain dissatisfied by the outcome of the complaint, you can contact the Fundraising Regulator by:

Telephone: 0300 999 3407

Post: Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road,
London, N1 6AH

Website: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>