



Customer Complaints Procedure

Bailey's Bumblebees is committed to providing a safe, stimulating and caring environment for children. Whilst aiming to achieve the highest standard of care for children, and to foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a clear set of procedures for dealing with concerns.

The outcome of all complaints is recorded in the Bailey's Bumblebees Summary Complaints Record file and is available for parents and OFSTED inspectors on request.

Procedure for a parent/ carer to make a complaint:

Stage 1

If any parent/carer has cause for concern, in the first instance, we would encourage them to speak directly to the member of staff if deemed appropriate. Most situations can be addressed at this point. If that is not possible, then please speak to the lead, **Dominic Bailey** informally, to try and resolve the problem. If a satisfactory solution cannot be found at this stage, then stage 2 of the procedure should be followed.

Stage 2

If the complainant feels their complaint has not been resolved through discussion, they should then put their complaint in writing to the lead, Dominic Bailey, including names, dates, evidence & any other important information related to the nature of the complaint (see contact details below). If the lead manager has good reason to believe that a criminal offence has been committed, then they will contact the police. Bailey's Bumblebees will acknowledge receipt of the written complaint as soon as possible & will investigate the matter raised. We will aim for the complainant to be notified of the outcome of the investigation within 14 days of having received the complaint. However, this may be up to 30 days but not more (as is required by law). They will be sent a full & formal response, which will be copied to all relevant members of staff if appropriate. The response will include any action or change to our policies & procedures, emerging from the investigation.

Dominic Bailey (Lead Manager)
Bailey's Bumblebees
1 Laburnum Villas
South Bank
PO198DY
Tel: 07966502059
Email: info@baileysbumblebees.com

Stage 3

If the complainant is not satisfied with the written outcome response, they may request a meeting, with the lead manager, who will judge if it is best for all parties to meet together or separate where applicable.

Stage 4

If we can still not resolve the situation, then an external mediator will be invited (acceptable on both sides). Throughout this process, the discussions will be kept confidential. A final meeting will be called with the mediator to reach a decision on the action to be taken to deal with the complaint. Written records will be taken, and all present will sign and receive a copy.

Stage 5

If the complainant is still not satisfied, they should contact Ofsted, who are responsible for the registration and inspection of the company at:

Applications, Regulatory and Contact (ARC) Team
OFSTED
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel 0300 123 1231

Please note that Ofsted will not usually consider a complaint unless the complainant has followed our complaints procedure in the first instance, and cannot investigate complaints concerning an individual child, or mediate between our service and the complainant.



Procedure for an allegation against a member of staff

Bailey's Bumblebees have a duty of care to their employees. They should ensure they provide effective support for anyone facing an allegation and provide the employee with a named contact if they are suspended.

It is essential that any allegation of abuse made against a member of staff or volunteer is dealt with quickly, in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation. An allegation may relate to a concern that a person who works with children has:

- behaved in a way that has harmed a child, or may have harmed a child*
- possibly committed a criminal offence against or related to a child*
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children*
- behaved or may have behaved in a way that indicates they may not be suitable to work with children*

Procedure:

Stage 1

Notify management (Dominic Bailey)

Stage 2

If the person is deemed to be an immediate risk to children or there is evidence of a criminal offence, the police will be involved immediately and the Local Authority Designated Officer (LADO) informed. Ofsted must be informed of the allegation as soon as possible but within at least 14 days.

The initial sharing of information may lead to a decision that no further action is to be taken in regard to the individual facing the allegation or concern; in which case this decision and a justification for it should be recorded by both the case manager (Dominic Bailey) and the LADO, and agreement reached on what information should be put in writing to the individual concerned and by whom. The case manager should then consider with the LADO what action should follow both in respect of the individual and those who made the initial allegation.

Stage 4

The case manager should inform the accused person about the allegation as soon as possible after consulting the LADO. It is extremely important that the case manager provides them with as much information as possible at that time. However, where a strategy discussion is needed, or police or children's social care services

need to be involved, the case manager should not do that until those agencies have been consulted, and have agreed what information can be disclosed to the accused. Employers must consider carefully whether the circumstances of a case warrant a person being suspended from contact with children at Bailey's Bumblebees or whether alternative arrangements can be put in place until the allegation or concern is resolved. All options to avoid suspension should be considered prior to taking that step.

Stage 5

If the allegation is not demonstrably false or unfounded, and there is cause to suspect a child is suffering or is likely to suffer significant harm, a strategy discussion should be convened. If the allegation is about physical contact, the strategy discussion or initial evaluation with the police should take into account that staff are entitled to use reasonable force to control or restrain pupils in certain circumstances.

Stage 6

Where an investigation by the police or children's social care services is unnecessary, or the strategy discussion or initial valuation decides that is the case, the LADO should discuss the next steps with the case manager. In those circumstances, the options open to the setting depend on the nature and circumstances of the allegation and the evidence and information available. This will range from taking no further action to dismissal or a decision not to use the person's services in future. Suspension should not be the default position: an individual should be suspended only if there is no reasonable alternative. In some cases, further enquiries will be needed to enable a decision about how to proceed. If so, the LADO should discuss with the case manager how and by whom the investigation will be undertaken.

If the allegation is about the named case manager then the following person will act as the case manager and follow the procedure as set out above.

Alternative case manager.....

Contact Details:

- NSPCC – 0808 800 5000 (NB: also runs a Whistleblowing helpline on behalf of the Government on the same telephone number)
- Public Concern at Work (Whistleblowing) – 0207 404 6609
- Mrs Anne Geffen (Independent Listener) – 01243 532026 Contact Details for our Local Safeguarding Children Board (LSCB) - West Sussex Safeguarding Children Partnership:
- West Sussex County Council Multi Agency Safeguarding Hub (MASH)/LADO Service: 01403 229900 (see further details below)
- West Sussex Safeguarding Children Partnership: 0330 222 7799
wsscp@westsussex.gov.uk

- WSCC LADO: Miriam Williams, Donna Tomlinson, Sally Arbuckle (Assistant) Phone: 0330 2226450 Email: LADO@westsussex.gov.uk
- WSCC Safeguarding in Education Enquiries Line: 0330 222 4030
- WSCC Safeguarding in Education Manager: Jez Prior – 0330 222 7618 / Mobile: 07850537364 Email: jez.prior@westsussex.gov.uk
- Sussex Police: 08456070999
- Designated Nurse Safeguarding Children (West Sussex): 07770 800 247