

Main/Registered Office: Signposts, 58 Regent Road, Morecambe, LA3 1TE

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Community
Legal Service



Help Point

**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick - Project Director

Also:-

Preston Office: (01772) 734888 Carnforth Office: (01524) 732807

Complaints Procedures

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

How to complain

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the crèche supervisor.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to the Project Director.
- The next stage is to request a meeting with the crèche supervisor and the Project Director. Both parents and the supervisor should have a friend or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage.

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Project Director. At this point, if parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action taken so far and suggest further ways in which it might be resolved
- The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.
- The involvement of a mediator represents the final stage in the complaints procedure.
- A Crèche Complaints Log will be maintained including all outcomes.

Charity Registration Number: 1117645
Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592
Registered in England and Wales



Children's Fund



Promoting City, Coast & Countryside

North Lancashire



Primary Care Trust



Lancashire
County Council



INVESTOR IN PEOPLE

The role of the registering authority

In some circumstances, it will be necessary to bring in the registering body, Ofsted. The registering authority would be involved if a child appeared to be at risk or where there seemed to be possible breach of registration requirements. In these cases both parent and crèche would be informed.

The address for complaints is:

Ofsted

or

Signposts Project Director (Pamela Beswick)

Northern Region

58 Regent Road Morecambe LA3 1TE

Complaints Line Tel. No. 08456014772

Tel. No. 01524 419021

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the crèche and parents that complaints should be taken seriously and dealt with in a way that respects confidentiality.

April 2007