

# My HELM – Complaint Procedure

At My HELM we aim to work in partnership with parents to deliver a high-quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is always displayed on the premises. Records of all complaints are kept for at least three years. A summary of the individual's complaint status is available for the complainant on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, another senior member of staff will act as liaison and will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log**.

Any complaints made will be dealt with in the following manner:

## Stage one

Complaints about aspects of My HELM activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, the parent will be encouraged to discuss the matter with a My HELM manager and the staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

## Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will then:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to My HELM's practices or policies as a result of the complaint.
- Meet relevant parties to discuss My HELM's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to My HELM's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.