



Tiny Hands Big Futures Ltd

Complaints Policy

Updated September 2024

We aim to provide the highest standards of care and education for all children. We believe that all parents and children/service users should be treated courteously and with respect and that prompt and careful attention should be given to their needs, wishes and concerns.

In order to achieve this we will:

- Treat all staff/children and parents with courtesy and respect at all times.
- Expect parents to treat staff and students with courtesy and respect at all times.
- Deal promptly with any concerns raised by parents about their child's care and education.
- Deal promptly with any concerns raised by parents/carers/staff/service users.
 - Make every attempt to resolve concerns and complaints informally.
 - Fully investigate any complaints made about the provision.
 - Welcome suggestions that may improve any aspect of the services that we provide.

Procedure

The following procedure will be followed when a parent/service user has a complaint about any aspect of their child's care and education/service offered.

Any concerns should initially be discussed with the child's key person or a member of staff based in the centre. For staff should be discussed the same day.

Wherever possible this should be done on the day the concern arose so that it can be dealt with promptly.

If the complaint is regarding an allegation of possible abuse involving a staff member. The responding to allegation of abuse from someone who works in the organisation policy will be followed.

The staff member dealing with the concerns will make every attempt to resolve the matter with the parents/service user. It is anticipated that most concerns will be resolved at this stage.

Parents/service users/staff can raise their concerns with the Centre Manager if they feel this is necessary. The Centre Manager will conduct a full investigation using the appropriate procedures and will hope to resolve the issue with a satisfactory outcome.

All complaints must be documented with all the relevant information of the initial complaint and steps that have been taken to resolve this and the outcome.

Parents/Service Users/staff have the right to raise their concerns with the Company Directors if they feel the Centre Manager has not dealt with their complaint to a satisfactory level. The Company Director will investigate the written complaints and make every attempt to resolve the matter with the parents/service user.

You can also contact through email at enquiries@hugihub.co.uk

A handwritten signature in black ink, appearing to read "T Kelly". The signature is fluid and cursive, with the first letter being a large, stylized capital 'T'.

Policy review date: Sept 2025