

## TOPSPIN COMPLAINTS PROCEDURE



Despite all our efforts as a company, there will be instances where an individual feels it is necessary to complain about a service.

We have a complaints officer who will ensure that each complaint is dealt with in a fair and impartial manner. They will also ensure that each complaint is given a prompt reply. As a company, we would encourage a client to voice their opinion on the services provided by this company and we will ensure that any worries they may have will be taken seriously and will be noted for future decisions.

The complaints officer – Gemma Weldon, will be responsible for ensuring that each complaint is dealt with by collating all the relevant information relating to the complaint, discussing the matter with the relevant staff and by recording all developments.

How to complain:

- a) A complaint is received concerning the companies' failure to act on a particular matter e.g. the services provided or the conduct of a member of staff.
- b) Parents may register their complaint in a number of ways e.g. by phone, letter, or by email.
- c) Parents can make their complaint to any member of staff. The member of staff will then forward the complaint to the Complaints Officer.
- d) The details of the complaint will be confidential.

What happens after a complaint is received:

- a) Within one week of receiving an official complaint, the parent will receive a letter confirming the nature of the complaint and an explanation of the complaint process from the complaints officer. The parent will be asked to sign and return the summary of the complaint so that we may proceed with the matter.
- b) Within 10 working days of receiving the official complaint, the parent will receive another letter from the directors suggesting ways of solving the problem. This letter will explain other options available to the parent should they disagree with the action taken.

- c) Topspin will endeavour to negotiate a suitable end to all complaints.
- d) If the complainant is not satisfied, then the appropriate Early Years Development and Childcare Partnership will be notified. The Partnership will then be responsible for further communication to address the complaint with the complainant

As we are continually trying to better our services, Topspin monitors the number of complaints we receive.

When a complaint is received it will be logged in the message book and a copy placed in the central complaints file.

If the complaint is verbal, the complainant will be invited to make it in writing and time be allowed for this.

Our aim is to provide a quality service for parents and carers, to respond promptly and courteously to enquirers and provide information that is both reliable and updated.