

### Complaints Policy

Springboard Opportunity Group welcomes children with any type of additional need from birth to 5 years and their families living in North Somerset. We aim to offer a welcome to each individual child and their family and to provide a warm and caring environment within which all children can develop.

This is a Statutory Policy (*Early Years Foundation Stage framework 2021*) It links to the following Springboard policies, copies of which are available on request and on Springboard website:

- Safeguarding
- Confidentiality
- Data Protection
- Partnership

Complaints will be dealt with in a robust and effective manner and any complainant, or their child, will not be treated differently because of concerns or complaint expressed.

**If a complaint is received involving an allegation against a member of staff or volunteer we will follow our Safeguarding policy.**

#### **Making concerns known**

Any person who has concerns about any aspect of the group's provision should first discuss worries and anxieties with their child's key person or the setting manager. Many concerns can be resolved at this stage.

Any person having a concern about other aspects of the running, governance or probity of Springboard should contact the CEO or a member of the Board of Trustees.

Contact details can be found on the Springboard website: [www.springboardweb.org.uk](http://www.springboardweb.org.uk) .

The chair of the Board of Trustees can be contacted by e mail: [chair@springboardweb.org.uk](mailto:chair@springboardweb.org.uk)

#### **Making a complaint**

A complainant may be accompanied by a friend, partner or supporter at any stage of this process.

If concerns cannot be resolved informally, the Complaints Procedure will be started. A Complaint Record will be set up (see below) and a Complaint Log will be maintained, recording all discussions and actions taken.

An investigation into the complaint will be carried out and the findings of the investigation will be provided within 28 days of the complaint being received.

If concerns remain after the outcome of investigations, or for child protection / safeguarding concerns, OFSTED may be contacted:

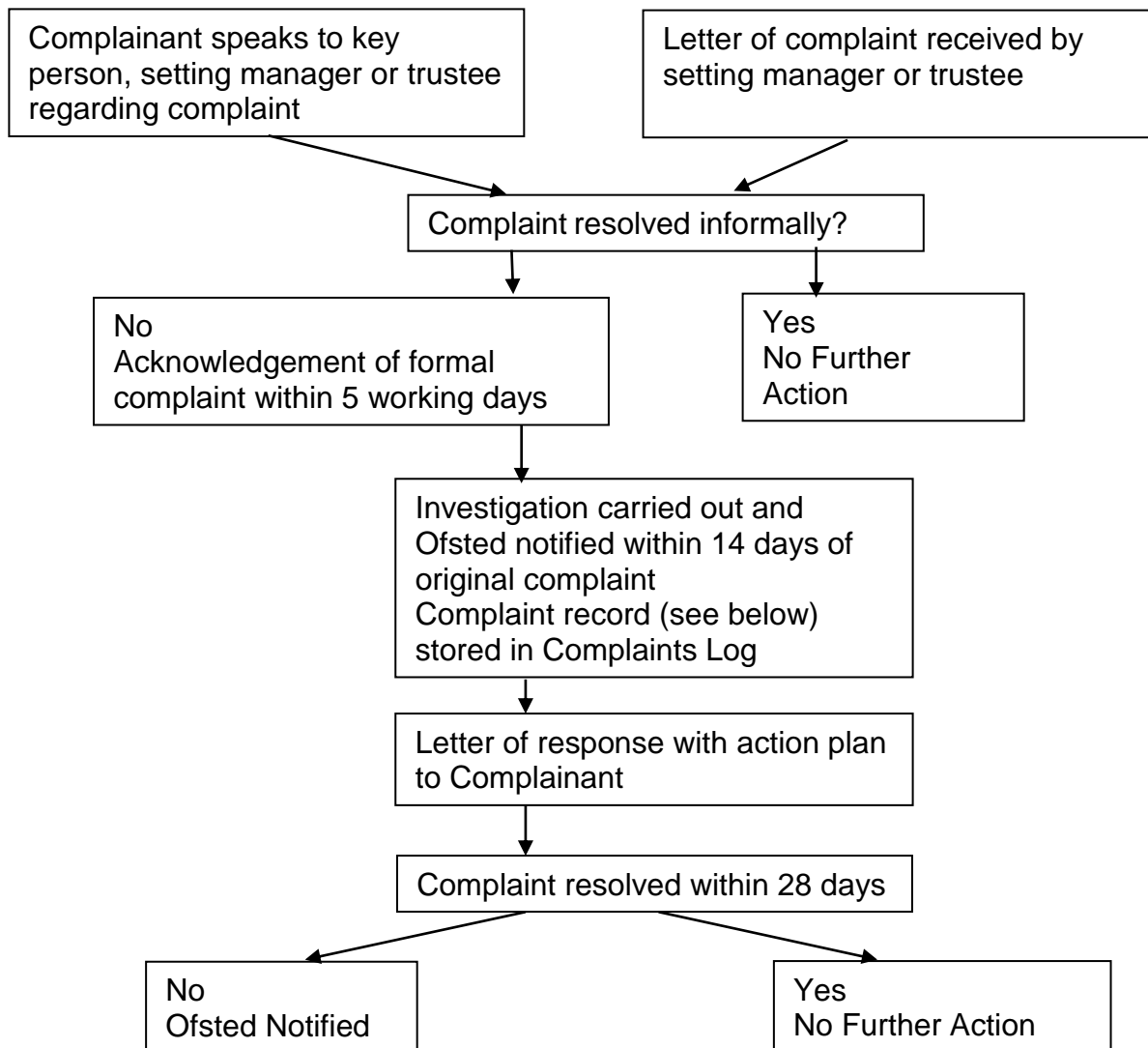
- OFSTED, Ofsted National Business Unit  
Piccadilly Gate, Store Street, Manchester  
M1 2WD  
Tel: 0300 123 1231

It may be helpful to refer to guidance from the Charity Commission:

- [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

A record of any complaints will be kept in the complaints log for a minimum of three years. This will be available to Ofsted on request.

### Complaints Procedure (flow chart added for clarity)



This policy was adopted at a meeting of Springboard Opportunity Group's Board of Trustees	
Held on	20 <sup>th</sup> March 2023
Date to be reviewed	20 <sup>th</sup> March 2025
Signed	
Name of signatory	Beth Manning
Role of signatory	Chair of Trustees

**Complaint Record – To be stored in the Complaints Log**

Date of complaint	
How complaint was made	
Person making complaint	Name  Address  Tel no:  Email.
Details of the complaint	
LADO informed within 24 hours if allegation against staff/volunteer and advice sought	
How the complaint was dealt with and by whom	
Where are detailed records and documents relating to this complaint stored?	
Summary outcome	
Complainant informed of outcome within 28 days	
Signed	
Role	
Date	
Countersigned	Chair of Trustees:
Date	