



## **Do you have a concern or complaint about us or what we provide at the Hamlet?**

The Hamlet Centre is committed to providing a safe, stimulating, consistent, and accessible service to everyone who uses our services and their parents/carers. We aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put things right and learn from our mistakes.

This document is the Hamlet Centre's formal Complaints Procedure. It is displayed on the premises at Ella Road, Johnson Place and on our website at all times. Copies are available upon request. Our complaints procedure is issued to all families as part of the registration process. Under normal circumstances, the Senior Managers will be responsible for managing complaints. If a complaint is made against the Senior Managers, the CEO and or the Trustees will conduct the investigation. All complaints made to staff will be recorded in detail on a Complaints Form.

Pre-school only:

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the Early Years Manager.

### **How to complain:**

If someone has a complaint about the way we work at the Hamlet, or about the conduct of an individual member of staff, it will often be possible to sort the problem by speaking to the individual concerned and/or the Senior Manager. The Hamlet Centre is committed to open and regular communication with parents/carers and the Hamlet Centre welcomes all comments on its services.

If a satisfactory result cannot be found, then you may decide to move to the next step.

## **Step Two**

You need to put your complaint in writing (with as much detail as possible) and give it to the Senior Manager of the service, Ella Road or Johnson Place.

Relevant names, dates, evidence, and any other important information about the complaint should be included.

If the Senior Manager has good reason to believe that the situation could be a safeguarding concern, they will follow the safeguarding procedures as set out in the safeguarding policies and contact the relevant authority. If anyone involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police.

The Hamlet will reply to you as soon as possible - within three working days at least – and fully investigate the complaint within 15 working days. If there is any delay, the Hamlet will advise the complainant of this and offer an explanation. The Senior Manager will be responsible for sending them a full and formal response to the complaint. It will be sent to the person concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Hamlet's policies or procedures emerging from the investigation.

### **If you are unhappy at this stage:**

If you are dissatisfied with the response they have received, the original complaint along with the Hamlet's response will be passed to the CEO and the Board of Trustees. The Trustees and the CEO will communicate a detailed response, including any actions to be taken, to all parties within 15 working days.

## **Step Four**

If, after discussion, you still feel dissatisfied and it concerns the care at

**The Hamlet Children's Service** given to children they can contact:



OFSTED quoting the Registered Number EY435182:

The National Business Unit

Ofsted

The Royal Exchange Buildings

St Ann's Square, Manchester

M2 7LA

Telephone 0300 123 4666

**Or Ella Road – Supporting Adults**

**Customer Services Norfolk County Council Social Care**

03448008020

**The Senior Managers are:**

**Jayne Buckingham – Johnson Place 01603 766566**

**Lorraine Ewing – Ella Road 01603 616094**