



Complaints Policy

Policy Statement

Shine (East Norfolk) aims to provide high quality care and education for all children and young people and all staff work very hard to build positive relationships with everyone accessing the provision but especially parents and carers. We endeavour to fulfil the following values in all aspect of our work:

- Building respectful partnerships
- Focusing on the social, emotional and wellbeing of the children and young people attending our service
- Have positive engagement with parents and carers
- Openness and sharing of information
- Being professional and efficient

A copy of this policy is available in the main office and Senior Manager's office, and is on hand should anybody require a copy.

Aims and objective

The aim of this policy is to resolve concerns at the earliest opportunity and effect reconciliation. Shine aims to be fair, open, and honest when dealing with any complaint. We give careful consideration to all concerns, formal and informal and aim to deal with them as quickly as possible. We are committed to listening to your complaints and to treating them seriously, so that we can learn from them and continuously improve our service. In the first instance Shine hopes that complaints would be handled informally, however, in the event a complaint cannot be handled this way within the service, we advise individuals to follow the procedure set out in this policy. All complaints are treated confidentially.

How to make a complaint

Informal

Should a parent, carer or guardian have any concerns about their child's care or education they should, in the first instance discuss the matter directly with a member of staff. Many concerns can be resolved by simple clarification or the provision of information. It is anticipated that most concerns can be readily resolved at this informal stage. We aim to resolve any complaint by talking through issues and mutual understanding and in all cases, we put the interests of the child above all other issues. If the complaint is against the Senior Manager, the Chairperson of the Board of Trustees must be informed.

What if the matter is not resolved through informal discussions

Where a parent, carer or guardian feels the situation has not been resolved by informal means or their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Senior Manager. The Senior Manager will consider any complaint very seriously and investigates each case thoroughly. Most complaints are usually resolved at this stage. At this stage your complaint must be put in writing.

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If you have difficulty submitting a complaint in writing, please contact us by phone or in person and we can support you with making the complaint.

Please include the following information when making a complaint

- Name – address, daytime telephone number and email address if applicable
- Full details of the complaint including relevant dates and times
- Names of those involved
- Copies of any relevant documentation
- State your preferred method of communication

Dealing with your formal complaint

- We will formally acknowledge your complaint within 5 working days
- If the complaint relates to a safeguarding concern the organisation Safeguarding Policy will be followed in accordance with Norfolk/Suffolk County Council procedures
- All other complaints will be reviewed internally, confidential interviews will be conducted with all parties concerned, information will be recorded and logged, and appropriate actions taken
- A full response to the complaint will be issued within 30 days, this will include:
 - summary of the complaint
 - details of any actions taken
 - outcome of the investigation
- For any reason if there is a delay in issuing a response the person who made the complaint will be informed in writing

During the investigation

All complaints are thoroughly and objectively investigated, and the investigation will be handled appropriately and sensitively. The person investigating the complaint will aim first to establish the facts related to the case, all relevant evidence will be looked at. In some cases, we may need to contact the complainant to discuss the initial complaint further. If this is in person, the complainant can bring a representative. Any staff member involved in a complaint will be supported throughout the process.

Outcome and response

Following the formal investigation of the complaint, we will let the complainant know what we have found using their preferred method of communication. We will explain how and why we have come to our conclusion and outline any changes made to policy/procedures, practice or risk management arising from the investigation.

Where no grounds for complaint are found, the person making the complaint will be notified and information detailing the next stage will be provided. We will share any recommendations from our investigation with the complainant and any relevant staff.

Appeal

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If the complainant is dissatisfied and the matter remains unresolved, a meeting will be held between the Parents, Chairperson of the organisation potentially other Trustees who have not been involved in the original investigation.

Parents will be made aware they can contact Ofsted at any time if they have a concern, including any stage during the complaint's procedure. Information on how to contact Ofsted is available in the reception area. Ofsted is the registering authority in England and investigates all complaints that suggest any provider may not be meeting the requirement of their Ofsted registration.

Record of Complaints and Confidentiality

An accurate and detailed record of each complaint is kept for a period of six years from the date the complaint was dealt with. Complaint information is stored confidentially within the organisation.

Complaints not within the scope of this Procedure

- If there are safeguarding concerns regarding an individual child following a complaint, the Safeguarding Lead Professional will follow the Safeguarding Children Policy and report to the Norfolk Safeguarding Team
- If a complaint involves a potential criminal offence, the Police department will be notified

Closing Statement

At Shine we recognise that complainants may feel aggrieved, frustrated, or have other reasons for making a formal complaint. Our focus will be to give careful consideration of the merits of the complaint rather than the attitude of the complainant, but where a person complains solely about trivial matters to an extent which is out of proportion to their significance the complaint will not be investigated.

We believe all complainants have the right to be heard, understood, listened to and respected. However, we also consider that our staff have the same rights. Shine, therefore, expects everyone to be polite and courteous in their dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.

Policy agreed: 6th July 2023

Review period: 3 yearly

Last review: 6th July 2026

Reviewed by: Rhiannon Jones/Senior Manager

Next review date: July 2029

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