

## PRE-SCHOOL LEARNING ALLIANCE COMPLAINTS PROCEDURE

### 1.0 Policy Statement

- 1.1 The Pre-school Learning Alliance prides itself on the quality of its work and aims to offer the highest standards of service in all areas. Complaints about any aspect of the organisation will be taken seriously and processed according to agreed procedures. The Pre-school Learning Alliance is committed to continually improving its services and welcomes feedback from people who use those services or are linked to them. Information gathered is monitored and used as a means of improving services.
- 1.2 Through its human resource activities the Pre-school Learning Alliance seeks to ensure that employees of the charity are able to provide high quality services on a consistent basis.
- 1.3 This policy and procedure can be used by anyone who uses Pre-school Learning Alliance services i.e. parents, volunteers, funders and the wider public.
- 1.4 Procedures for dealing with employment related issues including staff grievances are detailed in the personnel manual and are managed through the line management structure.
- 1.5 All staff within the organisation have a responsibility to ensure that people who use Alliance services have appropriate opportunities to raise issues with the Alliance.

### 2.0 Procedure

- 2.1 In the first instance, it is our expectation that most complaints will be managed locally as they arise. If the complaint is not able to be resolved the complaint should be set out in writing to the Divisional Director (DD) see Appendix 1 for contact list. The letter will be acknowledged by the DD normally within five working days of receipt.
- 2.2 If the complainant feels unable to complain to the DD they may take their complaint to the Director of Operations at National Centre see Appendix 1.
- 2.3 Information regarding the issues raised will be treated seriously and sensitively. Confidentiality will be respected at all times, however it should be noted that sometimes it is necessary to share certain information with others, where this is the case it would be strictly on a need to know basis.
- 2.4 The DD will carry out a full investigation into the circumstances surrounding the complaint and make a decision/form a conclusion. A response will be sent to the complainant within 28 working days of receipt of the complaint at the divisional office.
- 2.5 If the complaint is upheld, the complainant will receive a full apology and, where appropriate, be given details of any action that the organisation intends to take to improve the service and or address the complaint. Our aim is always to achieve resolution at the earliest stage possible.
- 2.6 If the complainant is not satisfied with the response and decision they should be advised to follow the appeals procedure see section 3.

### **3.0 Appeals**

- 3.1 The complainant should write to the Chief Executive (CE) outlining their grounds for appeal within 15 working days of receiving notification of the decision.
- 3.2 The CE will acknowledge the letter within five working days of its receipt.
- 3.3 The CE will appoint an appropriate person from the senior management team to carry out an investigation. The investigation at this stage will focus on whether the process has been carried out properly and will check that the fundamental issues have been investigated and addressed fully.
- 3.4 The investigator will produce a full response, which will contain sufficient information to show that the complaint has been fully addressed and investigated. The CE together with the nominated person from the senior management team will make a decision on the appeal. The decision will be final. The complainant will be notified of the outcome of the appeal within 28 working days of receipt of the letter at national centre.

### **4.0 Recording and Monitoring Complaints**

- 4.1 All complaints received together with a record of the response will be recorded at national centre and reported to the Chair of the National Executive Committee.
- 4.2 All complaints will be monitored and relevant information for the improvement of the organisation, will be fed into the planning cycle for the charity's strategic and operational plans.

## Appendix 1

### **NORTH DIVISION:**

Divisional Director: Shona Beaton  
Environment & Business Centre  
Merlyn Rees Avenue  
Morley, Leeds, LS27 9SL  
Tel: 0113 252 2848 Fax: 0113 238 3773

Email: [northdivision@pre-school.org.uk](mailto:northdivision@pre-school.org.uk)

### **SOUTH DIVISION:**

Divisional Director: Chris Money Penny  
The Fitzpatrick Building  
188 York Way  
London  
N7 9AD  
Tel: 020 7697 2589 Fax: 020 7700 1324

Email: [southdivision@pre-school.org.uk](mailto:southdivision@pre-school.org.uk)

### **EAST DIVISION:**

Divisional Director: Lynda Sandham  
Century House  
Market Street  
Swavesey  
Cambridgeshire  
CB24 4QG  
Tel: 01954 232327 Fax: 01954 232702

Email: [eastdivision@pre-school.org.uk](mailto:eastdivision@pre-school.org.uk)

### **WEST DIVISION:**

Divisional Director: Jill Taylor  
3<sup>rd</sup> Floor  
5 Lower Temple Street  
Birmingham  
B2 4JD  
Tel: 0121 643 0063 Fax: 0121 693 0063

Email: [westdivision@pre-school.org.uk](mailto:westdivision@pre-school.org.uk)

### **NATIONAL CENTRE:**

Chief Executive: Steve Alexander or  
Director of Operations: Rita Sutton  
The Fitzpatrick Building  
188 York Way  
London  
N7 9AD

## COMPLAINTS PROCEDURE

### INVESTIGATION MONITORING FORM

Complete sections 1 and 2 and send to the Divisional Director or Director of Operations.

#### 1. Details

Name of person raising issue/complaint:	
Relationship to Pre-school Learning Alliance:	Date made:
Received By:	Job Title:
Division/National Centre	Service/Department:
<p>Would you please describe the issue/complaint (<i>continue on an additional sheet if necessary</i>):</p>           <p>If the issue has been referred on for resolution, please give the responsible Manager's name:</p> <p>.....</p>	
Investigating Officer's Name:	Date appointed:

#### 2. Contact Details for the person raising the issue

Address: .....	Phone: .....
.....	Fax: .....
.....	Minicom: .....
.....	Email: .....
Postcode: .....	Preferred language: .....
Information about access or communication support needs and preferred format of materials:	

**3. Investigation Planning and Implementation**

Proposed timescale:	Actual Timescale
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**4. Investigation Summary**

Summary of Report (for complaints monitoring):

**5. Outcome**

Signed: ..... Date: .....

Complaints log reference: .....	Received by: ..... Date: .....
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