

COMPLAINTS PROCEDURE FOR PARENTS

Wigan Council's Peoples Directorate for Children Adult and Families welcomes feedback on the early year's providers they are commissioning and providing funding to. We would like you to tell us about the things you believe Childcare Providers are doing well and any ideas or comments that you may have about how we can improve our services in the future.

At times, however, things can go wrong, or misunderstandings may occur. If this should happen, then we would like you to have the opportunity to try and resolve any issues at the earliest opportunity.

All early education and childcare providers should have their own complaints procedures. If your complaint is about the provision itself, or a member of their staff, and you are unable to resolve the problem through informal discussions, ask for a copy of their complaints procedure. Complaints should then be addressed through the management of the organisation concerned.

If, after discussing your complaint with the management of the organisation concerned, your complaint remains unresolved and it is regarding the quality of the provision you can choose to contact Ofsted to report your concerns.

Ofsted's details are
Telephone. 0300 123 1231,
or email enquiries@ofsted.gov.uk

If the complaint is about the provider's administration of the **free early years funding** after following the providers own complaints procedures if the concern remains unresolved you can inform the Local Authority.

If you consider your complaint to be about **child protection** matters or gross misconduct i.e. If you are concerned that a staff member, student or volunteer has behaved in a way that has harmed or may have harmed a child, possibly committed a criminal offence against a child, or behaved in a way that indicates he/she is unsuitable to work with children,

You should follow the Providers complaint procedure, inform ofsted and also contact the Local Authority Designated Officer (LADO) on 01942 486034

To report your concerns please email Childcaresupport@wigan.gov.uk or contact the early years team on 01942 828852

What the Local authority will do

Once you have logged your complaint with the Local Authority about your child's free entitlement the Local Authority will endeavour to

- Acknowledge your complaint either by telephone or in writing within 3 working days of you informing us of your concern
- Investigate the complaint to ensure that the childcare provider is continuing to deliver the free entitlement to the statutory requirements.
- Inform you of the outcome of the complaint investigation

Outcomes for the parent

As OFSTED is the sole arbiter of quality it is not for the Local authority to inspect childcare providers, however the Local Authority can act as a broker to try to resolve issues.

The LA is aware that the parent will have signed a Parental Contract for the funded place agreeing to set hours for the whole of a term.

Under the terms of this parental contract this agreement can only be amended or broken under the following conditions:

- Family moves out of the area (e.g. to another Children's Centre location)
- Family circumstances change and the current provider is unable to meet the new requirements i.e., new job/unemployment (therefore hours need to be increased/reduced),
- Provision not appropriate to the child's individual educational or care needs (this must be agreed by the provider and the Early Years Finance Team).

If it felt that the childcare complaint falls into one of the above categories the LA can decide to –

- Immediately transfer the child's funding to another setting
- Transfer the child's funding to another setting after giving four weeks notice

If it is felt that the childcare provider can meet the needs of the child the LA can decide to –

- Transfer the child's funding at the end of the current term

Outcomes for the childcare provider

If it is felt that the childcare setting has not delivered the free entitlement that meets the statutory requirements and the Local Authority Provider contract the LA may choose to remove the childcare setting in accordance with the funding directory guidance.

If you are not happy with the decision the Local Authority has made in relation to your child's early education you may continue to follow the Council's complaint procedure which is detailed on the following link.

[Wigan Council's complaint procedure](#)