

### **Complaints Process Against a Staff Member**

1. All complaints to be received in writing, preferably on the complaints form
2. All complaints received are logged on the complaints log
3. The play lead will review each complaint, and discuss with the parent within 2 days (all other timings are detailed on the complaints form)
4. The play lead will then investigate with the staff member
5. All investigations are to be documented and both the play lead and the staff member are to sign and date the notes
6. There are 3 occasions where the complaint can be escalated to the committee
  - a. If the complaint is about the play lead
  - b. If the parent requests the complaint to be handled by the committee
  - c. If the play lead requests the complaint to be handled by the committee
7. Once the investigation is completed by the play lead, the play lead must confirm to the staff member that this will need to be reviewed with the parent before closing the complaint or following any further action
8. There are now 2 courses of action:
  - a. No further action to be taken
  - b. Follow the disciplinary procedures

#### **No further action**

1. The play lead will feedback to the parent the findings of the investigation
2. If the parent also agrees with the play leads decision, then the play lead will confirm to the staff that no further action is being carried out
3. The play lead will update the complaint log
4. The complaint and the investigation notes will be handed to the committee co-chair to file in the operational plan (these must not be kept onsite, once it has been closed)

#### **Further action is required**

1. The play lead confirms request for disciplinary action to the committee
2. The disciplinary procedures must be followed in all cases
3. The 2 co-chairs and one other committee member will make up the panel to hear the allegations and decide on the action required (where the complaint is raised by one of the panel, they will hand this over to another committee member)
4. The committee HR representative will not be on the panel, but will be available for any further appeal following the outcome of the hearing if required

5. The play lead will update the complaint log
6. All investigation notes and disciplinary notes will be handed to the committee co-chair to file in the operational plan (these must not be kept onsite, once it has been closed)

NB: The play lead will review at each committee meeting all complaints and the complaints log raised since the previous committee meeting

Office Use only:

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Date:	

This policy was reviewed on:

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