

# SCA POLICY

## Complaints

### Version Control

VERSION	DATE	COMMENTS	INITIALS	NEXT REVIEW
1.1	01/03/2018	Original	RC	01/03/2019
1.2	26/03/2018	GDPR	RC	26/03/2019
	25/03/2019	No amendments	CR	25/03/2020
	01/12/2020	No amendments	CF	01/12/2021
	01/12/2021	No amendments	CF	01/12/2022
1.6	12/09/2022		SE	12/09/2023
1.7	26/01/2023	Added option to email & extended to 3yr review	ST	25/01/2026
<a href="#">1.8</a>	<a href="#">20/09/2024</a>	<a href="#">Amended with email and or telephone call</a>	<a href="#">MB</a>	<a href="#">19/09/2027</a>

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## Complaints Policy

Suffolk Childcare Agency (SCA) is committed to providing a high-level service to parents, childminders and training facility users. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

## Complaints Procedure

If you have a complaint, please contact our administration team by phone on 01728 746970, or email [hello@scachildcare.co.uk](mailto:hello@scachildcare.co.uk) in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please write to:

**Claire Chapman, Suffolk Childcare Agency, High Street, Wickham Market, Suffolk IP13 0RD**

### Next steps

1. We will ~~send you a letter~~ [email and or phone call you](#) acknowledging your complaint and ask you to confirm or explain the details of your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive [an email and or telephone call](#) ~~our letter~~ within 2-5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
4. The administration team will then invite you to meet Claire Chapman to discuss and hopefully resolve your complaint. This will be within 5 days of the end of our investigation.
5. Within 2 days of the meeting Suffolk Childcare Agency will ~~write email and or phone to~~ [you](#) to confirm what took place and any solutions that have been agreed with you.
  - If you do not want a meeting or it is not possible, Claire Chapman will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.
7. At this stage, if you are still not satisfied you can write to the OFSTED Board, of which we are a member.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**

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**Signed on behalf of Suffolk Childcare Agency**

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**Dated**

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**Print Name**

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**Review Date**