



## **Noah's Complaints Policy**

At Noah's Early Years Centre, we strive to provide an inclusive and welcoming environment. Noah's is proud of its relationship with parents and other members of the community but understand that from time to time, concerns or disagreements can arise. The important thing is for a parent to talk to someone involved with Noah's as soon as possible. It may be all that you need to do to solve the problem. This is Stage 1 of the current policy. If you are still unhappy after that, this document tells you how you can take the matter further. It tells you what will happen and whom to contact. The formal procedure only covers complaints about incidents which have happened in the previous three months. This may not apply if there are obvious reasons why the incident could not have been taken up earlier. There are some complaints that cannot be followed up through these procedures.

### **Informal Stage: Stage 1**

If you have a query or concern, then please discuss it with a member of the Noah's team. They will respond either immediately or as soon as they have the necessary information. You will be given a date by which they will get back to you. If you are not happy with the response or answer then you will move to stage 2 (formal stage).

### **Formal Stage: Stage 2**

Most complaints will have been resolved by this stage. If you are still unhappy the next step is to make a formal complaint to the board of trustees. You can write a letter or use the form at the end of this booklet to record your complaint. You should send your complaint to the charity's Chair of Trustees. You may wish to keep a photocopy of the letter to use later. The Chair will review the complaint to be certain the matter has been dealt with at Stage 1. Your complaint will be acknowledged and you will be asked to suggest dates and venue for the hearing. You will be given the opportunity to supply further information in writing at least five working days before the hearing. The time, date and venue for the hearing will be confirmed in writing to you. You can take a friend or representative with you as well as an interpreter, should one be required. Four days prior to the hearing the Clerk will send you any papers submitted for the consideration of the Panel including the original complaint.

At the hearing the Chair of the Panel will introduce the Panel members to you and remind you of the following process for the hearing. You will be given an opportunity to speak to the Panel about your complaint. The trustees on the Panel may ask you questions about what you have said or written. You will be invited to make a final comment and indicate how you might hope the matter will be resolved. You will then be free to leave the school. The Panel will then consider what has been said or put in writing and reach a final decision. The Chair of the Trustees will write to you within three days of the hearing to let you know the outcome. The letter from the Chair of the Trustees will tell you how to proceed if you are not satisfied with the outcome.

### **Next step – Stage 3**

If you are unsatisfied with the outcome of your complaint after being through the charity panel (Stage 2), then you can complain to the Charity Commission. You can report serious concerns to the Charity Commission, if you think a charity is:

- not doing what it claims to do;
- losing lots of money;
- harming people;
- being used for personal profit or gain; and/or,
- involved in illegal activity.

This Complaints Policy and its implementation is the responsibility of the Chair of the Trustees, Vanessa Gilbert.

If you have any comments or concerns, please contact:

Vanessa Gilbert (Chair of Noah's Early Years Centre)  
Brooke School  
Overslade Lane  
Rugby  
CV22 6DY

Tel: 01788 812324

Email: [Gilbert.v@welearn365.com](mailto:Gilbert.v@welearn365.com)