



## 8.2 Complaints Policy/ Procedure

**This policy constitutes the club's formal Complaints Procedure and is open to any person, group or organisation connected to the club in any way, i.e. a child, parent, carer, teacher, caretaker etc. It will be displayed on the club notice board or made readily accessible to all users of the club.**

The club acknowledges that at times, parents or others connected to the club may have concerns about the service we provide. We would hope to resolve any concerns, in the first instance, by talking to the person raising the concern and then by taking appropriate and prompt action. However, if the club receives a formal complaint about our service verbally or in writing we will investigate the complaint, take any necessary action and report the outcome to the complainant. We will keep a copy of all formal complaints on file.

We also recognise the importance of recording all concerns, complaints and compliments to effectively monitor, review and improve the service we offer.

The club also acknowledges that it is an expectation from Ofsted that we also record any complaints that relate directly to EYFS welfare requirements, whether or not these complaints are subsequently passed on to Ofsted.

A complaint or concern is not always a written statement – it may be a verbal comment, it may be a change in attitude from a parent/carer or it may be an action e.g. when a child is withdrawn from the club for no obvious reason. All staff need to be able to recognise a concern or complaint and be able to know how to manage any concerns or complaints that arise, as they arise before these escalate into formal complaints – we expect this as part of the customer service we provide.

A complaint or a concern may come from a variety of sources – from a child, a parent, another member of staff. It may come via Ofsted where someone has contacted them directly.

### **Stage One**

If any person is dissatisfied with or has a concern about any aspect of the Club they should, in the first instance, take up their concern with the Play Manager.

If the person making the complaint does not wish, for any reason, to raise the matter with the Play Manager, they should be directed to approach the Club Business Manager.

Any concerns will be recorded on a '*Record of complaints/concerns received*' form (See attached example)

If the matter is not satisfactorily resolved after informal discussion and / or written correspondence and the person raising the initial concern wishes to make a more formal complaint, Stage 2 will come into operation.

## Stage Two

Any complaint should be made in writing and addressed to the Management Committee. If a complaint is made verbally, the person will be asked to put the complaint in writing.

Any further information will be recorded on the complaints record form and kept in a secure place.

The Management Committee will acknowledge receipt of the complaint as soon as possible and will then investigate the complaint and take action as appropriate.

A formal written response (which can include a copy of the Complaints Record or a separate letter giving more detail) will be sent to the parent/carer concerned, with an account of the findings and any action taken. This will be within *20 days* of the date on which the complaint was made.

A further record of the complaint will be kept and made available to any parent/carer requesting it. Confidentiality will be maintained when filling out this form.

All staff will be made aware and act upon any recommendations arising from dealing with the complaint, including any amendments to the club's procedures and policies.

If there is good reason to believe that the complaint has child protection implications, the Management Committee and any relevant bodies will be informed immediately and procedures within the Safeguarding Policy will be enacted.

The Management Committee will always bear in mind its legal and registration requirements when dealing with a complaint.

If the person making the complaint remains dissatisfied, and should the concern be connected in any way with the registration of the Club, they may wish to contact Ofsted, who have responsibility for Registration and Inspection of our Club playsetting.

Ofsted can be contacted as follows:

Ofsted  
Picadilly Gate  
Store Street  
Manchester  
M1 2WD

**General enquiries** 0300 123 1231

**Concerns** 0300 123 4666

**email** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

23<sup>rd</sup> Feb 2022

**Record of complaints/ concerns received** *Confidential*

Date	Name and Role of Person Making Complaint / concern	Name and Role of Person Receiving Complaint / concern	Method Used	Nature and details of Complaint/ Concern	Actions Taken	Linked Policy
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**Outcome: (Notified to parent within 20 days? yes / no )**

**Print name of Complainant:**

**Print name of Manager:**

**Signature of Complainant:**

**Date:**

**Signature of Manager:**

**Date:**

# EKC Complaints Record - to be made available to all parents/carers on request

<b>Date of complaint:</b>			
<b>A: Source of complaint</b>			
Parent - in writing including email Parent - in person Parent - phone call	tick <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Staff Member Anonymous Ofsted (include complaint number below if known) Other (please state below)	tick <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>B: Nature of complaint</b> (please tick all standards that the complaint relates to)			
Standard 1: Suitable Person Standard 2: Organisation Standard 3: Care, Learning & Play Standard 4: Physical Environment Standard 5: Equipment Standard 6: Safety Standard 7: Health	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Standard 8: Food & Drink Standard 9: Equal Opportunities Standard 10: Special Needs Standard 11: Behaviour Standard 12: Working in Partnership Standard 13: Child Protection Standard 14: Documentation	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Please give details of the complaint:</b> (maintain confidentiality)			

**C: How it was dealt with**

Internal investigation	<i>request</i>	<input type="checkbox"/>
Investigation by Ofsted (if appropriate)		<input type="checkbox"/>
Investigation by other agencies (please state)		<input type="checkbox"/>

**Please give details of any internal investigation or attach any outcome letter from Ofsted:**

**D: Actions and outcomes**

Internal actions	<input type="checkbox"/>
Actions agreed with Ofsted (if appropriate)	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>
Other action taken by Ofsted	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions imposed or agreed with other agencies	<input type="checkbox"/>

**Please give details:**

**Has a copy of this record been shared with parents? Yes / No**

Recorded by:	Outcome notified to parent on Date:
Position:	Date form completed:
Name:	
Signature:	