



## 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may be a verbal comment, it may be a change in attitude from a parent/carer or it may be an action e.g. when a child is withdrawn from the club for no obvious reason.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. This policy should be read in conjunction with our Safeguarding Policy, which is on our website and on display in the club parent area. Timescales quoted here may not apply where there is Safeguarding concern which may supersede this guidance.

**All complaints must be addressed through ecclesallkids@ gmail.com as only Managers have access to this email account, all correspondence will only be sent and received via this email address so we have a complete ongoing correspondence record for the Managers to see. As all 3 Managers are part time this is important for continuity in dealing with the complaint.**

### Stage One

If any person is dissatisfied with or has a concern about any aspect of the setting 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 Managers, they should then be directed to approach the Club Business Manager at the [ecclesallkidsclub@gmail.com](mailto:ecclesallkidsclub@gmail.com) address.

If complaints are connected with Magic Booking, finance, payments, Data Protection or premises these should be directed to the Business Manager.

If applicable, 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 in the complaints file 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 28 days of the date on which the complaint was made.**

A further record of the complaint will be kept and made available to the parent/carer requesting it. Confidentiality will be maintained and it is not a right of the complainant to see an investigative notes that may breach privacy or Data Protection Regulations with regard to actions taken to resolve or investigate a complaint unless the parties give written consent.

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 and a lessons learned review may be undertaken.

If there is good reason to believe that the complaint has child protection implications, the complaint will be anonymised and the Management Committee, and if appropriate 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, our aim is to support our parents/carers and resolve their concerns as quickly as we can. The Management Committee has a duty of care to its staff and complaints that are proven to be malicious or vexatious, or shared via social media in or outside club processes in order to bring the club into disrepute may lead to cancellation of a parent/carers membership of the club and legal advice being taken. **Please see the Parent and Carer Behaviour Policy for further details.**

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 play setting. If a person making a complaint feels that they are unable to approach the club, its Managers or Committee about a complaint, they may contact Ofsted immediately, depending on the nature of the complaint Ofsted may request that the clubs internal complaints process is revisited.

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)

04/03/2024

| Record of complaints/ concerns received <i>Confidential</i> |  |   |             |  |               |               |
|---|--|---|-------------|--|---------------|---------------|
| 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 |
|   |  |   |             |  |               |               |

Outcome: (Notified to parent within 28 days?    yes / no    )

Print name of Complainant:
Signature of Complainant:

Date:

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

|                                 |
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| <b>C: How it was dealt with</b> |
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# EKC Complaints Record - to be made available to all parents/carers on request

|  |   |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|
| Internal investigation<br>Investigation by Ofsted (if appropriate)<br>Investigation by other agencies (please state)   | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table>  |  |  |  |  |  |  |
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|  |   |  |  |  |  |  |  |
| <b>Please give details of any internal investigation process, confidentiality must be maintained and investigation notes retained securely in the appropriate linked file, attach any outcome letter from Ofsted or other Agency if appropriate:</b> |   |  |  |  |  |  |  |
|  |   |  |  |  |  |  |  |
| <b>D: Actions and outcomes</b>   |   |  |  |  |  |  |  |
| Internal actions<br>Actions agreed with Ofsted (if appropriate)<br>Changes to conditions of registration<br>Other action taken by Ofsted<br>No action<br>Actions imposed or agreed with other agencies   | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table> |  |  |  |  |  |  |
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| <b>Please give details:</b>  |   |  |  |  |  |  |  |
|  |   |  |  |  |  |  |  |
| <b>Has a copy of this record been shared with parents ? confidentiality must be maintained Yes / No</b>  |   |  |  |  |  |  |  |
| Recorded by:   | Outcome notified to parent on Date:   |  |  |  |  |  |  |
| Position:  | Date form completed:  |  |  |  |  |  |  |

## EKC Complaints Record

*- to be made available to all parents/carers on request*

|            |  |
|------------|--|
| Name:      |  |
| Signature: |  |