

# Wickwar Out of School Club

## Complaints Policy

At **Wickwar Out of School Club** we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the Chair of the management committee or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club activity **received verbally or by email**

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member **received verbally or by email**

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Designated Child Protection Officer (DCPO) who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.


### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about **WOOSC** at any time. Ofsted will consider and investigate all complaints. Ofsted's address is:  
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

### Related policies

Safeguarding Children policy

This policy was adopted by: Wickwar Out of School Club	Date: 4/3/2015
To be reviewed: 4/3/2016	Signed:  Chair of Committee

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.

## Wickwar Out of School Club Complaints Record

<b>Date of complaint:</b>			
<b>A: Source of complaint</b>			
Parent (in writing, including email) <sup>1</sup> Parent (in person) Parent (phone call)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Staff member Anonymous Ofsted (include complaint number if known) Other (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>B: Nature of complaint</b> (please tick all welfare requirements to which the complaint relates)			
1: Child protection 2: Suitable people 3: Staff qualifications, training, support and skills 4: Staff:child ratios 5: Promoting good health 6: Managing behaviour 7: Safety and suitability of premises, environment and equipment 8: Equal opportunities 9: Information and records			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please give details of the complaint:			

<sup>1</sup> Regulations require providers to investigate all complaints notified to them in writing relating to their fulfilment of the EYFS requirements (Statutory Framework for the Early Years Foundation Stage 2014, para 3.74).

**C: How it was dealt with**

Internal investigation  
Investigation by Ofsted  
Investigation by other agencies (please state):

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

**D: Actions and outcomes**

Internal actions  
Actions agreed with Ofsted  
Changes to conditions of registration  
Other action taken by Ofsted  
No action  
Actions imposed or agreed with other agencies

Please give details:

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

Name of recorder:

Outcome notified to parent:  
(within 28 days)<sup>2</sup>  
Date:

Position:  
Name:  
Signature:

Date completed:

<sup>2</sup> Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of receiving the complaint. (Statutory Framework for the Early Years Foundation Stage 2014, para 3.74).