



Walker Children's Club

Complaints Policy

At Walker Children's Club we aim to work in partnership with parents to deliver a high quality efficient and accessible service to parents, carers and children. 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. If there are any complaints about any aspect of the club, its staff or administration, then the complaints procedure should be followed. There is a clear system for receiving and responding to comments and complaints.

Staff, or voluntary management committee where appropriate, will handle comments and complaints in an open and honest manner.

Parents should be reassured that making a complaint will not have a negative effect on the child's place at club or the way the child is treated.

Comments Procedure

Parents, carers and children are welcome to make comments at any time about any aspect of our provision.

- A comments book is available for parents/carers to record any comments or suggestions. This is on display at club.
- We also have a children's suggestion box where all children are able to write and post their suggestions and comments.
- Parents/carers are always able to verbally make comments to all staff members and are also welcome to contact the members of the voluntary management committee.
- We will send out regular surveys to Parents and Children requesting their comments on the provision at the club.
- If a response is required we will try to do this as soon as possible.

Complaints Procedure

The Club Co-ordinator is usually responsible for dealing with complaints. If the complaint is about the Club Co-ordinator, the registered person 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

At Stage One complaints can be raised verbally with the club Co-ordinator and we will try to quickly resolve the complaint.

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- 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 Club Co-ordinator, 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 Club Co-ordinator. Full details along with names and dates should be included, letting us know what the concerns are. If the complaint is about the club coordinator it should be addressed in writing to the chair of the Trustees.

The Club Co-ordinator 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 Club Co-ordinator will refer the situation to the Club's Child Protection Officer, 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 Club Co-ordinator will contact the police.

If the Complainant is not satisfied with the outcome the Complaint can be referred to Stage Three

Stage Three

- The club coordinator will refer the complaint and response to the Trustees Committee.
- The Trustees will investigate the complaint and response at a specially convened meeting.
- The Chair of the Trustees will send a reply within 20 working days outlining how the complaint was investigated and detailing the outcome.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Walker Children's Club 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)

This policy was adopted by: Walker Children's Club	Date: April 2019
To be reviewed: April 2020	

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.