

### 1. Introduction

1.1 We strive to provide excellent care for all our children. The Manager and Playworkers work very hard to build positive relationships with all parents. However, the Clubs are obliged to have procedures in place in case there are complaints by parents or guardians - The following policy sets out the procedures that the Clubs will follow in such cases.

1.2 If any parent is unhappy with the care that their child is receiving or have any concerns relating to the Clubs, we encourage them to talk to the Playworkers or Manager.

1.3 The Clubs deal with all complaints in accordance with procedures laid down by OFSTED. If the Clubs themselves cannot resolve a complaint, those concerned can refer the matter to the OFSTED.

### 2. Aims

2.1 Our Clubs aim to be fair, open and honest when dealing with any complaint. The Clubs give careful consideration to all complaints, and deal with them as swiftly as possible. The Clubs aim to resolve any complaint through dialogue and mutual understanding, in all cases we put the interests of the child above all else. The Clubs provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### 3. The complaints process

3.1 If a parent is concerned about anything to do with the care that we are providing in our Clubs, they should, in the first instance, discuss the matter with the Manager and/or Playworkers. In our experience most matters of concern can be resolved positively in this way.

3.2 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Manager. This complaint must be made in writing, stating the nature of the complaint and how the Clubs have handled it so far. The parent should send this written complaint to the Manager. The Manager will do all they can to resolve the complaint to the parent's satisfaction. The Manager will consider & respond to all written complaints within a week of receipt.

3.3. The Manager depending on the which is the most appropriate either :

3.3.1 Arrange a meeting with the parents/carers to discuss the complaint. Both parties will be invited to bring along witnesses. This discussion will be minuted. Action points will be agreed together with deadlines for achieving these. After the meeting, the Manager will then write to the parents/carers confirming the agreed actions together with the deadlines, within a week of the meeting.

3.3.2 OR Carry out internal investigations and write back to the parents/carers detailing any findings together with action points along with deadlines for achieving these, within 28 days of receiving the complaint.

3.4 In extreme circumstances if the complaint is not resolved to your satisfaction by the Club, a parent may make representation to OFSTED. You can contact them via phone on 08456 404040.

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OFSTED will ask an independent person to hear & consider all the evidence and make a further judgment in an attempt to resolve the complaint.

#### **4. Monitoring and review**

4.1 The Manager logs all types of complaints received by the Clubs and records how they were all resolved.

#### **5. Oosa (Out of School Alliance)**

Please note, should the need require, we will refer any complaint to OOSA for an independent organisations view of the matter.

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