


# Complaints policy

At Little Monkeyz before and after School Club, we aim to work in partnership with parents to deliver a high-quality childcare service. 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 three years. A summary of complaints is available for parents upon request.

The onsite manager is responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter.

Any complaints raised will be recorded in our complaints log (Appendix 1).

Any complaints made will be dealt with in the following manner:

<u>Stage one</u>

Complaints about aspects of club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a 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 manager, who will then discuss the complaint with the staff member and try to reach a resolution.

Stage two

If it is impossible to reach satisfactory resolution of the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager (Appendix 2).

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 any child protection issues are raised, all members of staff will refer the situation to the clubs Designated Safeguarding Lead, who will then contact the Local Authority 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 Little Monkeyz Before and After School Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address; Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

# Appendix 1: Complaints log

**Date of Complaint:**

**Source of Complaint** (please tick as appropriate)

| | | | |
|---|---|---|---|
| Parent (in writing, including email) | ☐ | Anonymous | ☐ |
| Parent (in person) | ☐ | OFSTED Complaint No (if known): | ☐ |
| Parent (phone call) | ☐ | | |
| Staff member | ☐ | Other (please state) | ☐ |

You need to record here who made the complaint. Where people complain to Ofsted, they will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, they will tell you of the outcome of their investigation. Where they do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

**Nature of Complaint** (please tick the requirements that the complaint relates to)

| | | | |
|---|---|---|---|
| Early Years Register Complaint | ☐ | Childcare Register Complaint | ☐ |

| | | | |
|---|---|---|---|
| Child Protection/Safeguarding<br>Consider if MASH referral required | | Allegation against a staff member<br>Must be reported to LADO | |
| Missing/Lost Child | | Premises and security | |
| Special Educational Needs | | Medication, illness or infection | |
| Accident or injury | | Information & Records | |
| Behaviour management/Physical Intervention | | Child's learning, development or progress | |
| Food and drink | | Complaints Procedure | |
| Other (Please specify) | | Fees and charges | |

# Appendix 2: parent or carer complaints Form

| | |
|---|---|
| The Name | |
| Pupil's Name(if relevant) | |
| The relationship to the pupil (if relevant) | |
| Please give details of the complaint. | |
| What action, if any, have you already taken to try and resolve the complaint. (Who did you speak to and what was the response)? | |
| What actions do you feel might resolve the problem at this stage? | |
| Are you attaching any paperwork? If so, please give details. | |
| Signed: | |
| Date: | |

Office Use:

| | |
|---|---|
| Date acknowledgement sent: | Complaint referred to: |
| By who: | Date: |