



Reg Charity No: 1096458

Complaints Procedure

Statement of intent

Our care club believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our care club and will give prompt and serious attention to any concerns about the running of the club. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our care club to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. We are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the care club provision talks over, first of all, his/her worries and anxieties with the setting supervisor.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the chair of trustees.
- When the investigation of the complaint is completed, the care club manager and supervisor meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
- The care club stores written complaints from parents in a confidential complaints file.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the playscheme. The parent should have a friend or partner present if required and the supervisor should have the support of the chairperson of the management committee, or the manager, present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and playscheme cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the playscheme are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. She/he can hold separate meetings with the playscheme manager (playscheme supervisor and manager/chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the playscheme supervisor and the manager/chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the playscheme's registration requirements, it is essential to involve Ofsted as

the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

- The address and telephone number of our Ofsted regional centre are:

Piccadilly Gate, Store Street, Manchester, M1 2WD
0300 123 4234

- These details are displayed on our playscheme's notice board.
- If a child appears to be at risk, our playscheme follows the procedures of the Area Safeguarding Children Committee in our local authority.
- In these cases, both the parent and playscheme are informed and the playscheme manager works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our playscheme and/or the children and/or the adults working in our playscheme is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record, which is available for parents and Ofsted inspectors on request.

This policy was adopted at a meeting of	Trustees	Setting: - Violet Way & Edge Hill Playscheme
Held on (date)		
Signed on behalf of the Management Committee/ Proprietor		
Role of signatory (e.g. chairperson etc.)		Chair of the Trustees