

## **HOLIDAY CLUBS COMPLAINTS PROCEDURE**

**We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

We welcome comments about the service we provide and these should in the first instance be referred to the Playleader. Positive comments should be recorded in the Compliments Log Folder and we will use these comments to ensure best practice in the setting. The Playleader will record all other comments in the Incident Book but complaints will be recorded in the Complaints Record sheet located in the Complaints Log Folder and taken very seriously.

### **How to complain:**

#### **Stage 1**

- If a parent/carer is uneasy about an aspect of the club they should talk to the Playleader/Deputy or School Business Manager (if on site). We are committed to open and honest communication between staff members and parents/carers and we would always hope parent/carers will feel confident enough to approach us at any time. We will always strive to provide a quiet room, away from the children is available to talk in.
- The Playleader/Deputy or School Business Manager to resolve parent/carers issue immediately and assure the parent/carer that every step will be taken to avoid the issue again
- Once the verbal issue has been discussed and resolved, the Playleader/Deputy or School Business Manager should record this in the Complaints Log. All complaints should be resolved within 28 days.

#### **Stage 2**

- If the parent/carer does not have a satisfactory outcome or if the problem reoccurs the parent/carer moves to stage 2 by putting their concerns of complaint in writing to the leader/deputy and given to them by hand or to the Headteacher at the School.
- A record of this written complaint will be placed in the Complaints Log.
- The written complaint should be resolved within 28 days and the resolution should be recorded, as well as a written letter to the parent/carer outlining every step that will be taken to avoid the issue again.

#### **Stage 3**

- If the parent/carer is still unhappy about the resolution of the complaint at stage 2, they should move to stage 3 by requesting a meeting with the Headteacher and the Playleader/Deputy. The parent/carer may have a friend/colleague present if required.
- An agreed written record of the meeting and discussion should be made. All parties present should sign the written record and receive a copy.
- The signed record signifies that a resolution has occurred and signifies the procedure has concluded. A record of this will be kept in the complaints log.

If the complaint has child protection implications, the Playleader/Deputy will inform Children's Services on 01905 768054 and out of hours on 01905 768020 and the Ofsted Complaint's, Investigation and Enforcement Team on 08456 404040

If the allegation is too serious for discussion or the outcome of the discussion with staff is still unsatisfactory, then a complaint should be made to OFSTED Early Years:

Complaints Helpline: **08456 40 40 40**

Ofsted's Address: **Ofsted Early Years, NBU Royal Exchange buildings, St Anne's Square, Manchester, M27 LA**

OFSTED will respond promptly and an investigation will be carried out.

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of the scheme. We do sensitively ask for our Complaints Procedure to be adhered to in the first instance, and Ofsted will reiterate this.

#### **CONTACTS FOR STAFF ONLY:**

Children's Services Access Centre  
Out of Office Hours  
Ofsted

**01905 768054**  
**01905 768020**  
**08456 404040**

#### **CONTACTS FOR PARENTS/CARERS ONLY:**

Children's Services Access Centre  
Out of Office Hours  
Ofsted  
Family Information Service  
School

**0845 607 2000**  
**01905 768020**  
**08456 404040**  
**01905 790560**  
**01905 355525/357630**

#### **COMPLAINTS HANDLING**

We will provide information on how we investigated the complaint. We will record:

- The process we took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- Any referrals we made to an external agency, for example, local authority environmental health departments or social services.

#### **ACTIONS AND OUTCOMES**

We must provide details about the outcome of our investigation. We will need to record:

- Any action(s) identified by us
- Any actions set or taken by Ofsted
- Any action taken by another external agency, where we have their permission to do so
- The outcome of the investigation, identifying any areas where we feel we could make improvement to our provision
- We must share an account of the findings of the investigation and the action, if any, that we took or intend to take as a result of the investigations with parents at the setting. We must do this within 28 days from the date the complaint was made.
- The record of complaints should be kept for at least 3 years.

#### **Access to Complaints Log:**

We have a Compliments Log Folder and a Complaints Log Folder. Both are available to parents/carers. They hold all complaints and compliments received. Complaints will be summarised and all sensitive information will be removed and stored in the School Office. A summary of the complaints will be left in the log.

### **Evaluation Forms:**

We welcome verbal compliments and complaints throughout the schemes but we also encourage feedback through Evaluation Forms.

Evaluation forms will be sent out to all parents/ carers at every club. We welcome parent/carers' honesty, as the comments provide us with useful information to plan for next year's clubs.

The following information will be displayed:

### **Notice to all Parents and Carers, should you wish to make a complaint**

We do everything we can to ensure that your child is well looked after during the holiday club.

If you wish to make a complaint, please notify the Playleader or Deputy Playleader immediately.

**If you would like to discuss the matter further, please contact the School Business manager on 01905 355525. You may also contact Ofsted: 08456 40 40 40**

**The contact address for letters to Ofsted is:** Ofsted Early Years, NBU Royal Exchange buildings, St Anne's square, Manchester, M27LA

### **CONTACTS FOR PARENTS/CARERS ONLY:**

Children's Services Access Centre

**0845 607 2000**

Out of Office Hours

**01905 768020**

Ofsted

**08456 404040**

Family Information Service

**01905 790560**

### **Empowering Children to Complain:**

We feel it is of vital importance to empower the children themselves to be able to complain about any aspect of our playscheme. We will give children the tools in which to complain, ensuring all children are able to access a way to complain that suits their need.

The Playleader is responsible for creating an emotions corner at every club. This corner must display posters with widget symbols so that children can point to them, or pick them up and show them to a staff member. The posters should include:

I'm unhappy

Please talk to me

I want to complain

I don't like this

I feel sad

Someone talk to me

I'm unhappy

Smiley and Sad faces should also be available for children to use, either to point to or hold.

Staff all are responsible for ensuring that any child who uses this corner because they have an issue, is supported sensitively in resolving the issue and ensuring the issue does not arise again.