



friends on the hill

complaints policy

policy statement

our club believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. we welcome suggestions on how to improve our 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. we aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

- 1 raising a concern/making a complaint: stage 1
 - 1.1 any parent/carer who has a concern about an aspect of the provision is invited to talk over, first of all, their concerns with the manager.
 - 1.2 most concerns should be resolved amicably and informally at this stage.
- 2 stage 2
 - 2.1 if stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by making a complaint in writing to the manager.
 - 2.2 the manager will investigate the complaint as necessary, including by interviewing those directly involved or witness to any concern as required. if it is not appropriate that the manager investigates the complaint (for example if they are the subject of the complaint) they will pass the complaint to the management committee to investigate.
 - 2.3 when the investigation into the complaint is completed, the manager will meet with the parent/carer to discuss the outcome.
 - 2.4 parents/carers must be informed of the outcome of the investigation within 28 days of making the complaint.

- 2.5 When the complaint is resolved at this stage, a summary of the outcome will be recorded.
- 3 stage 3
- 3.1 if the parent/carer is not satisfied with the outcome of the investigation, they can request a meeting with the manager and a designated member of the management committee. the parent/carer will have the option to be supported by having a friend or partner present and the manager will have the support of a member of the management committee present.
- 3.2 a written summary of the discussion will be made as well as any decision or action agreed. all of the parties present at the meeting will approve the written summary as well receive a copy of it.
- 3.3 the member of the management committee will ensure that any agreed actions are actioned in the agreed timeframe. confirmation of the actions taken will be added to the record, shared by the manager with the parent/carer and this will conclude this stage.
- 4 stage 4
- 4.1 if the parent/carer continues to be unhappy with the complaint response then they can ask for another member of the management committee to review the concerns raised, the investigation undertaken as well as any resulting actions. the second member of the management committee will then decide if any further action is to be taken. they may also decide that the issue has been adequately addressed in previous stages. they will communicate the final decision to the parent/carer.
- 4.2 if the parent/carer is still dissatisfied with the outcome, they have the right to raise the matter with Ofsted (parents/carers may raise any concern at any time with Ofsted)
- 5 recordkeeping, access & notifications
- 5.1 our club will keep a written record of any complaints that reach stage 2 and above and their outcome. this is to allow management to ensure learning from concerns raised as well as review for themes in concerns raised.

- 5.2 complaint records will be made available to parents/carers (on an anonymised basis) and to Ofsted inspectors on request.
 - 5.3 if the complaint involves concerns that a child might be at risk, the Safeguarding Policy should be followed which may include contact with the Safeguarding Children team in the local authority.
 - 5.4 Records will be kept for at least 3 years.
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- 6 Ofsted Contact Details
Email: enquiries@ofsted.gov.uk

tel: 0300 123 1231

by Post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
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- 7 inspections & visits
 - 7.1 parents/carers will be informed if our club becomes aware that they are going to be inspected. after an inspection our club will supply a copy of the report to parents/carers of children attending on a regular basis