



## Complaints Policy

At Barton Kids Club we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. 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 at least three years. A summary of complaints is available for parents on request.

The manager has overall responsibility for complaints. If the complaint is about the manager, the registered person or other committee officer will investigate the matter. Any complaints received will be recorded on **Complaints Record** form. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club activity:

- The Play Leader will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with the staff member 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 satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. 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, if appropriate, 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.

### Stage three

If the parent or carer is not happy with the outcome, they may request that the complaint be reviewed by the Committee. The Committee will

- Identify the problem, review the actions so far and decide if any further action is required.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis, if necessary.
- Respond in writing to all relevant parties to conclude the matter.

If child protection issues are raised, the manager will refer the situation to the Club's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

# BARTON KIDS CLUB



## **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted if they believe there has been a breach of Barton Kids Club's Ofsted registration requirements. Ofsted will consider and investigate all such complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

This policy was adopted by: Barton Kids Club	Date: January 2021
To be reviewed: 2022	Signed: Linda Hoenes, Manager