

## Weddington Primary Out of Hours Club

### Complaints Policy

At Weddington Primary Out of Hours 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 to amend our practices for the future.

**Our Complaints policy is available at all times and is located in the policy file.**

Records of all complaints will be retained for a period of 10 years and summary of complaints is available for parents on request.

The Manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person will investigate the matter. Any complaints received will be recorded on an incident log. Any complaints made will be dealt with in the following manner:

#### **Stage one:**

Complaints about aspects of the Club activity:

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

Complaints about an individual staff member:

- The Parent/Carer should discuss the matter with the Manager/Deputy who will then discuss the complaint with the individual concerned 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 the complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days and investigate the matter 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 practises 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 safeguarding issues are raised the Manager will refer the situation to the Designated Safeguarding Lead (DSL), who will then contact the Multi Agency Safeguarding Hub (MASH) and follow the procedure of the Safeguarding Children Policy.

#### **Making a complaint to Ofsted**

7hhhhhhhhhhhhhy t65q4`1Any parent or carer an submit a complaint to Ofsted about Weddington Primary Out of Hours Club at any time. Ofsted will consider and investigate all complaints.

Ofsted’s contact details are as follows: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.

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