**Out of School Club Complaints Policy**

Is the complaint about a safeguarding concern?

#### Yes No

Follow the Complaints Policy and Procedure

Follow the Abuse and Safeguarding Policy

At Dainty Little Hands Ltd Out of School 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 Club Manager or Support Manager is usually responsible for dealing with complaints. If the complaint is about the Club Manager, then the Support Manager(s) will investigate the matter. If the complaint is about the Support Manager(s), the Managing Director will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints form will be completed. Any complaints made will be dealt with in the following manner:

**Stage one**

Complaints about aspects of Club activity:

1. The Club 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:

1. If appropriate the parent will be encouraged to discuss the matter with staff concerned.
2. If the parent feels that this is not appropriate, the matter will be discussed with the Club Manager or Support Manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
3. If the complaint refers to a Safeguarding concern, please refer to our **Child Protection and Safeguarding Policy.**

**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 Managing Director. The Managing Director will:

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| 1. All written complaints will be acknowledged within 3 working days of receipt. |
| 1. All written complaints will be investigated, and a written response given within 10 working days. The written response will address the issues raised in the complaint, and provide information about what action (if any) has been taken, or is to be taken, by way of resolution. |

1. Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club’s practices or policies as a result of the complaint.
2. Meet relevant parties to discuss the Club’s response to the complaint, either together or on an individual basis.

(The Managing Director is available for advice or support throughout the Complaints procedure, so that there is no disruption to the high standard of service provided).

If child protection issues are raised, the Dainty Little Hands team will follow the organisations **Child Protection and Safeguarding Policy** and the Designated Safeguarding Lead (DSL) Jayne Dainty will contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Child Protection and** **Safeguarding Policy.** If a criminal act may have been committed, the DSL will contact the police.

**Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Dainty Little Hands Ltd Out Of School Club at any time. Ofsted will consider and investigate all complaints. Ofsted’s address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

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

Policy Review

Part of its monitoring of safety and risk assessment this policy will be subject to periodic review.

Signed: \_\_\_\_\_\_Jayne Dainty \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_30/06/2020\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Policy review date: \_\_\_\_\_\_\_\_ 29/06/2021\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*All records regarding or referring to any child/children in our care will be kept until the child/children reaches the age of 25 years and 3 months.