



'Learning together, we achieve great things'

### Complaints Policy

At St. Andrew's Wrap Around Care 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 supervisor is usually responsible for dealing with complaints. If the complaint is about the supervisor, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

#### Stage one - Complaints about aspects of Club activity:

- The supervisor 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 staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the supervisor, 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 be directed to the Leadership Team. The Leadership Team will:

- Investigate the matter and notify the complainant of the outcome within 7 days.
- And /or
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the supervisor will refer the situation to the school's Child Protection Officer, 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 supervisor will contact the police.

**Making a complaint to Ofsted** - Any parent or carer can submit a complaint to Ofsted about St. Andrew's Wrap Around Care 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)

This policy was adopted by: St Andrew's Governing Body	Date: Jan 2018
To be reviewed: Jan 2019	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.