

LYDIARD MILLICENT AFTER SCHOOL CLUB

LYDIARD MILLICENT C OF E SCHOOL, THE BUTTS, LYDIARD MILLICENT, SWINDON SN5 3LR
TELEPHONE: (01793) 772981

Complaints Policy and Procedure

'This policy should be read in conjunction with our safeguarding policy'

At Lydiard Millicent After 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 available 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 is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. All complaints made to staff will be recorded in detail in the complaints book.

Any complaints made will be dealt with in the following manner:

STAGE ONE

Complaints about aspects of 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:

- 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 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 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.

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

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

MAKING A COMPLAINT TO OFSTED

Any parent or carer can submit a complaint to Ofsted about Lydiard Millicent After 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)

This policy was adopted by: Lydiard Millicent After School Club	Date:
To be reviewed: May 2019	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements*.