



**'Little Apples'
Afterschool Club**

Complaints & Compliments Policy

Our club believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

All compliments will be recorded and shared with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the club. If we are not able to resolve a concern there is a formal complaints procedure outlined below.

In case of a complaint relating to child protection, please refer to the Safeguarding children policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care by the club, they should in the first instance take it up with the a staff member or club leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing as a formal complaint to the club leader. The leader will then investigate the complaint and report back to the parent within five working days. The complaint and the actions taken in relation to it will be fully documented in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the club leader and parent to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for afterschool clubs in England and investigates all complaints that suggest a provider may not be meeting the requirements of the clubs registration. It risk assesses all complaints made and may visit the club to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to however; all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the club becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the club	Date for review