



## **Complaints Procedure**

### **Policy statement**

St Barnabas Out of School Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

### **Procedures**

This policy constitutes St Barnabas Out of School Club's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Nominated Person will conduct the investigation. All complaints made to staff will be recorded in detail in the complaints file and are available for parents/carers and Ofsted inspectors to see on request. This record will include steps the setting followed to resolve the complaint (i.e. disciplinary procedures). Any complaint that is a breach of a standard will be reported to Ofsted.

#### **Stage One**

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, the Club is committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached, and they will try to resolve the problem.

A meeting can be arranged within 48 hours; a booking must be made via a phone call.

If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

#### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

St Barnabas Out of School Club will acknowledge receipt of the complaint as soon as possible, within 3 working days at least and fully investigate the matter within 15 working days. If there is any delay, St Barnabas Out of School Club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Safeguarding Coordinator, OFSTED and the LADO and ensure that the local social services department is contacted, according to the procedure set out in the 'Safeguarding



Children and Child Protection' policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

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 Nominated 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.

Detail's for the Nominated Person: Trustee Jo Armistead Tel: 01904 409764; Email: [jarmistead@btinternet.com](mailto:jarmistead@btinternet.com)

### **Making a Complaint to Ofsted**

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will follow up all complaints with a full inspection within 30 days of the complaint being made.

OFSTED (Early Years)  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
0300 123 1231  
[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Any complaint made to Ofsted will be followed up by an 'unannounced visit' to the setting within 30 days.**

If any child/young person has any concerns, then they can talk to any member of staff who will deal with the problem in an appropriate manner.

The child/young person will be listened to and believed to be telling the truth unless this is proved otherwise.

All records of complaints will be kept in a labelled "complaints folder" in the setting.



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| This policy was adopted at a meeting of | St Barnabas Out of School Club |
| Held in:                                | June 2018                      |
| To be reviewed in:                      | June 2019                      |
| Signed on behalf of the setting:        |                                |
| Name of Signatory:                      |                                |
| Role of Signatory:                      | Manager Deputy Manager         |