

29: Compliments and Complaints

Our 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.

This policy constitutes the club's formal Complaints Procedure. It will be always displayed on the premises.

If you have a complaint, the club is committed to:

- Listen and learn
- Put things right
- Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation, (contact details can be found at the end of this policy). All complaints made to staff will be recorded in detail in the Incident Record Book. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has safeguarding implications, the Designated Safeguarding Leader will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Complaints about the Manager

All complaints about the manger should be made in writing to the Registered person,

Complaint Procedure:

Stage One

If a parent/carer has a complaint about some aspect of the club's activity, about the service the club provides, 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. 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.



The club will acknowledge receipt of the complaint within (3) three working days and will give a response to the complaint within (10) ten working days. The club will explain what we are doing to resolve the issues raised if it would take longer than the 10 days to do this.

The complaint will be shared with a committee member to ensure an objective view.

The manager will be responsible for sending a full and formal response of the outcome to the complaint – we will aim to do this within 20 working days of having received the complaint.

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 and Committee if appropriate. The response will include an account of the findings, any actions taken as a result, 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 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 Registered Person will communicate a detailed response, including any actions to be taken, to both the manager and the parents/carers concerned. We will aim to do this within 15 working days.

Records of all complaints must be retained for a period of at least 3 years from when the record was made and shown to Ofsted during inspections.

Parents will be allowed access to all written records about their children on request (except in exceptional cases, such as a Safeguarding Concern which may put a child at risk).

The club will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

The club always welcomes suggestions, feedback, and compliments too.

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 consider and investigate all complaints received.

Parents/carers have the right to make a complaint to OFSTED. This can be done by-

Telephone: 0300 123 1231

Writing to: OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD

The Registered Person is Fiona Neville T-Club-6 Chair

Email: committee@tclub6.org.uk