

# St Peters Holiday Club

## Complaints Procedure

**St Peters Holiday Club** is committed to providing a caring, safe, stimulating, and accessible service to children and their parents/carers. We always aim to provide consistent 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 has been adopted as the **St Peters Holiday Club** formal Complaints Procedure and will be displayed on the premises at all times.

In general, the manager will be responsible for dealing with complaints and reporting results to the registered person. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Record sheet and a provider complaints log will be completed.

### Stage One

If a complaint is made by a parent/carer regarding an aspect of the club's activity or the conduct of an individual member of staff, we will endeavour to resolve it in the first instance by simply speaking to the individual concerned and/or to the manager. The club is committed to open communication with parents/carers and therefore welcomes all comments on its services, regardless of whether they are positive or negative.

If appropriate, parents/carers will be encouraged to speak directly to the relevant member of staff. If not appropriate, the manager should be informed, and will then take on responsibility for trying to resolve the problem. If a satisfactory resolution cannot be reached, then Stage Two of the procedure will formally come into operation.

### Stage Two

If no satisfactory conclusion has been reached following the informal discussion of a complaint, parents/carers should record their complaint in writing to the manager including relevant names, dates, evidence and any other pertinent information on the nature of the complaint.

The club will acknowledge receipt of the complaint as soon as possible, within three to seven working days. The Club will then have a maximum of 28 working days to fully investigate the matter. If any delay should occur, the 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 during the course of the investigation, the manager has reason to believe that the situation has child protection implications, he/she should inform the designated Child Protection Officer immediately and ensure that the local social care department is contacted. If any party involved in the complaint believes that a criminal offence has been committed, they will contact the police.

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

The manager will arrange 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 decide if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider seeking advice from an external mediator. The mediator should be approved by both parties, and able to offer support and advice. Any mediator appointed must ensure discussions are kept confidential.

If by the end of Stage Two of the complaints process, parents/carers remain dissatisfied with the response received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case. A formal record of all meetings should be taken and made available to those concerned, should they wish to see them.

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 - 28 working days.

**If the parent/carer is at any stage unsatisfied with the response or concerned about children's welfare they can make a complaint to Ofsted**

### **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 that are in breach of the relevant statutory requirements.

Records of all complaints must be retained for a period of 10 years. A summary of complaints must be available to parents on request.

Ofsted's address is:

**Ofsted  
26-32 Store Street  
MANCHESTER  
M1 2WD**

**Email – [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

**Tel: 0300 123 4666**

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| This policy was adopted by: <a href="#">St Peters Holiday club</a> | Date: Jan 2022 |
| To be reviewed: <a href="#">Jan 2025</a>                           | Signed:        |