Out of School Club Complaints Policy

At Kidz Come First Out of School Club we aim to work with parents and carers to deliver a high-quality childcare service for everyone. We value input from parents in respect of improving our practice but respect the fact that parents and carers have a right to express their dissatisfaction regarding the service we provide.

Our Complaints Policy is available for parents to access and understand their rights when it comes to placing a complaint.

Please read the information below which has recently been revised to ensure that we take on board the views of parents and carers.

- Complaints will be addressed by the Manager (Natalie Johnson) and Deputy Manager of KCF. If the complaint concerns any of the said persons, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an incident log and complaint log will be completed.
- We do attempt to deal with each complaint on a fair, respectful, and objective basis. KCF also believe it is important to listen and when appropriate actively respond to complaints made.

Complaints about aspects of Club Activity

Stage One

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaint about Staff Member

- If appropriate the parent will be encouraged to discuss the matter with the 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.

STAGE THREE

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

The manager or deputy 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 because of the complaint.
- Make every effort to resolve the matter and work together with parent/carer and where appropriate the child, in order to address the concern raised.
- If deemed necessary, meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.
- If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the KCF Safeguarding Children Policy.
- If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

If parents or carers believe that their complaint has not been appropriately managed by KCF and matters cannot be resolved they have a right to contact Ofsted who are the body who will consider and investigate complaints if they deem it appropriate.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

KCF want to work together with parents and/or carers and value your voice, views and opinions.

Review date of Policy	16th August 2021
Next Review Date	11th February 2022
Undertaken by	Natalie Johnson

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

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