



# Meltham School's Out

## Complaints Policy

Policy Date:	September 2023	Version:	1.0
Policy Author:	C. Stannard		
Approved by:	Meltham School's Out Committee		
Review Date:	September 2026		

### 1.0 Aims

The aims of this policy are:

- to provide a framework for the club to deal fairly and effectively with complaints
- to define the procedure to be followed to resolve complaints

### 2.0 Roles and Responsibilities

- Club staff, the manager and the Committee have a responsibility to investigate and work towards resolving complaints effectively and in accordance with the procedure set out below.
- Parents/carers have the responsibility to follow the recommended process for bringing concerns and complaints to the attention of the club staff.

### 3.0 Policy

At Meltham School's Out we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

#### 3.1 Dealing with Complaints

We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

In the first instance, parents/carers can informally raise a concern with the manager through

discussion. This is the opportunity for an issue to be resolved before the formal complaints procedure is implemented.

Formal complaints are recorded on a Complaints Record (Appendix 2, section 4.2.1) and summarised on a Complaints Log (Appendix 2, section 4.2.2) which is available to view by parents/carers on request.

## **3.2 The Process**

### **3.2.1 Stage one**

Complaints about aspects of club activity:

- The manager discusses the matter informally with the parent/carer concerned to reach a satisfactory resolution.

Complaints about an individual staff member/volunteer:

- If appropriate, the parent/carer is encouraged to discuss the matter with the staff member concerned.
- If the parent/carer feels that this is not appropriate, the matter is discussed with the manager, who then discusses it with the staff member to try to reach a satisfactory resolution.
- Under normal circumstances, the manager is responsible for dealing with concerns and complaints. However, a complaint against the manager is investigated by the Committee.

### **3.2.2 Stage two**

If a satisfactory resolution to the complaint isn't resolved through informal discussion, the parent/carer must put their complaint in writing to the manager, who then:

- acknowledges receipt of the written complaint within 7 days;
- investigates the matter and notifies the complainant of the outcome within 28 days;
- sends 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 as a result of the complaint;
- meets relevant parties to discuss the club's response to the complaint, either all together or on an individual basis.

## **3.3 Notifying and Reporting to External Agencies**

If safeguarding or child protection issues are raised from the complaint, the manager refers the concern to the club's Designated Safeguarding Lead, who notifies the appropriate agency, in accordance with the club's Safeguarding policy. The police are contacted if criminal activity is suspected to have taken place.

Any parent/carer can submit a complaint to Ofsted about Meltham School's Out at any time using the contact details in the Appendices, section 4.1 Ofsted will consider and investigate all complaints. Ofsted's address is:

## 4.0 Appendices

### 4.1 Ofsted Contact Details

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

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

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

**4.2 Appendix 2**  
**4.2.1 Meltham School's Out Complaints Record**

<b>Date of Complaint:</b>			
<b>A. Source of Complaint</b>			
Parent (in writing, including email) <sup>1</sup>	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
<b>B. Nature of Complaint</b>			
(please tick all welfare requirements to which the complaint relates)			
1. Child protection			<input type="checkbox"/>
2. Suitable people			<input type="checkbox"/>
3. Staff qualifications, training, support and skills			<input type="checkbox"/>
4. Key person			<input type="checkbox"/>
5. Staff:child ratios			<input type="checkbox"/>
6. Health			<input type="checkbox"/>
7. Managing behaviour			<input type="checkbox"/>
8. Safety and suitability of premises, environment and equipment			<input type="checkbox"/>
9. Special educational needs			<input type="checkbox"/>
10. Information and records			<input type="checkbox"/>
Please give details of the complaint:			
<b>C. How it was Dealt with</b>			
Internal investigation			<input type="checkbox"/>
Investigation by Ofsted			<input type="checkbox"/>
Investigation by other agencies (please state)			<input type="checkbox"/>

Please give details of any internal investigation or attach any outcome letter from Ofsted:

**D. Actions and Outcomes**

Internal actions	<input type="checkbox"/>
Actions agreed with Ofsted	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>
Other action taken by Ofsted	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions imposed or agreed with other agencies	<input type="checkbox"/>

Please give details:

**Has a copy of this record been shared with parents/carers? YES/NO**

<b>Name of Recorder:</b>	<b>Outcome notified to parent/carer:</b> (within 28 days) <sup>2</sup> <b>Date:</b>
<b>Position:</b> <b>Name:</b> <b>Signature:</b>	<b>Date Completed:</b>

#### 4.2.2 Meltham School's Out Complaints Log

No.	Date of Complaint	<b>Brief Details</b> <i>(Include 'Nature of Complaint' number. Full list on detailed record. Use 'child A, person B, etc.' when referring to individuals)</i>	<b>Outcome</b>	<b>Date parent/carer was notified of outcome</b> <i>(must be within 28 days)</i>