



Complaints Policy

At Mighty Oaks Before and After School Club we aim to work in partnership with parents/carers 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. Our Complaints Policy is available on request. Records of all complaints are kept for at least three years.

The manager or deputy manager is usually responsible for dealing with complaints. If the complaint is about the manager, the deputy manager will investigate the matter. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager or deputy manager will discuss the matter informally with the parents/carers concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parents/carers will be encouraged to discuss the matter with staff concerned.
- If the parents/carers feel that this is not appropriate, the matter will be discussed with the manager or deputy 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 parents/carers should put their complaint in writing to the manager. The 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 as a result of the complaint.
- 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 or deputy manager who are the Club's Designated Safeguarding Leads will then contact the Local Authority Designated Officer and follow the procedures of the Safeguarding Policy. If a criminal act may have been committed, the manager or deputy manager will contact the police.

Stage three

If parents/carers deem it necessary, they can make a formal complaint to the Epworth Trust.

Making a complaint to Ofsted

Any parents/carers can submit a complaint to Ofsted about Mighty Oaks Before and After School Cub at any time. Ofsted will consider and investigate all complaints. Ofsted's address is:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

<u>This policy was adopted by:</u> Mighty Oaks Before and After School Club	<u>Date agreed:</u> 1 st August 2020
<u>To be reviewed:</u> August 2022	<u>Signatures:</u> Club Manager: Epworth Trust: