

Complaints Policy

Olveston Out of School 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, and to work in partnership with parents.

This policy constitutes the Club's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Club Leader will be responsible for managing complaints. If a complaint is made against the Leader, the Registered Person (Club Managers) will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Stage One

If a parent/carer has a complaint about some aspect of the Club's activity, 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 Leader. 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 Leader 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 Club Managers. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Olveston Out of School Club will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Managers will be responsible for sending them a full and formal response to the complaint.

If the Managers have good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party

involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

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 if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

A Club 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 together or if individual meetings are more appropriate.

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.

The regulator for Olveston Out of School Club is: Early Years OFSTED - 1 Temple Square, Temple Quay, Bristol. BS1 6HB. Their complaints and enforcement telephone number is 0845 601 4772.

Any complaints received will be kept in a Complaints Record file kept on the Club premises.

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