

SECTION 1

General Welfare Requirement: Safeguarding and Promoting Children's Welfare

Children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs.

R.B Kids Club Safeguarding children



Making a complaint

Policy Statement

At R.B Kids Club we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

EYFS key themes and commitments

1.2 Inclusive practice	2.1 Respecting each other	3.2 Supporting every child	
	2.2 Parents as partners	3.4 The wider context	

Procedures

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 co-ordinator. As outlined in the Partnership with Parents/Carers policy, the R.B Kids Club is committed to open and regular dialogue with parents/carers and we welcome 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 Co-ordinator 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 Co-ordinator. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

R.B Kids 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 Co-ordinator will be responsible for sending them a full and formal response to the complaint.

If the Co-ordinator has 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.

The Co-ordinator 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 settings response to it. The Co-ordinator will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the chairperson who will adjudicate the case.

The chairperson will communicate a detailed response, including any actions to be taken, to both the Co-ordinator and the parents/carers concerned within 15 working days.

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 contact address for Ofsted is:

Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Phone Number: 08456 40 40 40

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Signed:	Management Committee Chairperson	Co-ordinator:
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