



## **Complaints Policy**

Sandmartins aims to work in partnership with parents/carers to deliver a high quality of childcare service. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager the matter should be referred to the Trustees. Any complaints received about staff will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

### **Stage one**

#### **Complaints about aspects of Club activity:**

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

#### **Complaints about an individual staff member:**

- If appropriate the parent will be encouraged to discuss the matter with the member of staff initially to see whether the matter can be resolved.
- If the complaint still remains unresolved, 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 not possible to reach a satisfactory resolution to the complaint through informal discussions, the parent or carer should put their complaint to the manager in writing. The manager will:

- Acknowledge receipt of the letter within 7 days
- Investigate the matter and notify the complainant of outcome within 28 days.
- Send a full response in writing to all relevant parties, including details 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.
- Should the matter not be resolved, the issue will be brought to the attention of the committee with all parties involved.
- Should the matter remain unresolved following the above it should be referred to a specially convened panel consisting of the manager, a Trustee and an independent expert. The complaint should be submitted in writing to the panel, with any additional information. The panel may also require others to submit written information for consideration.

- If child protection issues are raised, the manager Val Bowbanks (Child Protection Officer) or Jackie Brooker ( Deputy Designated Officer) will then contact the Local Authority Designated Officer) (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Sandmartins 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 enquires)  
0300 123 4666 (complaints)

This policy was adopted by: Sandmartins	Date: 12 <sup>th</sup> October 2015 reviewed on 22 <sup>nd</sup> May 2017 27 November 2018
Release Authority :- Trustees	Signed by Keith Cranfield Treasurer and Trustee
To be reviewed May 2019	Signed: Keith Cranfield Treasurer and Trustee