

Complaints Procedure Policy

Jimmy Grimboll's 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, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learning from our mistakes.

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

In the event of a parent or child feeling that they may have cause for complaint against some aspect of the club or an individual member of staff, there is a formal procedure to follow:

- The complaint should be logged onto a complaints form, available in the Parent Resource Pack and the form should be handed to the Management Team. This form will be acknowledged as soon as possible.
- The parent / carer will be kept informed on how this is proceeding. Staff members concerned will be kept informed.
- At any time a parent / carer may go directly to the Social Services, if they feel this is necessary.

Under normal circumstances, the Managing Director, or a delegated member of the Company, will be responsible for managing complaints. If a complaint is made against the Managing Director, another member of the Management Team of the Company 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 Management Team. 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 Managing Director of the Company. Relevant names, dates, evidence and any other important information on the nature of the complaint

should be included.

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The Club will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay, the Club will advise the parents/carers of this and offer an explanation. The Managing Director, or a delegated director of the Company, will be responsible for sending them a full and formal response to the complaint.

If the Managing Director, or her/his delegate on the Company, has good reason to believe that the situation has child protection implications, they should inform the designated Nominated Safeguarding Officer and ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding Children 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 the 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 Managing Director, or delegated director of the Company, will arrange to meet with the parent / carer concerned and other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Managing Director, or delegated director, 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 the parents / carers remain dissatisfied with the response they have received, *Venture Trails Ltd* the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Managing Director, or delegated director, 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.

Address for complaints to OFSTED:

OFSTED Early Years
3rd Floor North
Royal Exchange Buildings
St Anne's Square
Manchester
M2 9QX
Telephone: 0845 640 4040

Completing the Complaints Record:

Although we are not required to use the complaints record provided in the EYFS Framework, we advise all staff to use it should a complaint arise in order to monitor the complaint, the response to the complaint and the outcome achieved.