



COMPLAINTS PROCEDURE

Our 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, 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 learn from our mistakes..

- a) If for any reason your child encounters any problems please raise your concerns with the club supervisor or the Manager promptly.
- b) Most importantly the Manager strongly feels that good communication between staff and parents/carers is very important, and staff/parents/carers should feel that the door is always open if anyone needs to “get anything off their chest” so to speak.
- c) Should you have any concerns regarding your child’s time at CK, please in the first instance talk with the Play leader of the particular club? If you are not satisfied with the action taken, please then telephone CK Manager-Kelly Keeling on 02380455603. Should you wish to contact CK in writing please send written concerns to the club that your child attends:
 - Creative Kidz C/o K Keeling. Hamble Primary School, Hamble Lane, Hamble, Southampton. SO31 4ND
- d) CK will investigate your concerns and respond within fifteen working days. A copy of the complaints procedure can be obtained from the Club Play leader and is available on the website.

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

Under normal circumstances. The Manager will be responsible for managing complaints. If a complaint is made against the Manager (who is the registered person) then Ofsted will conduct the investigation. All complaints made to staff will be recorded in the Club’s 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 the Manager. 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 comment 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 Manager 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 Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The 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/carer of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint

If the Manager 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 as set out in the Club's 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 and procedures emerging from the investigation.

The 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.

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 local authority (Ofsted) who will adjudicate the case.

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.

Ofsted
National Business Unit
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

Tel- Tel-0300 123 1231

All complaints will be recorded on the clubs complaints record form.

Updated 5/1/10

Updated 8/8/10