



## Complaints Procedure

Crazy 4 Kids 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 hear about what went wrong for you so that we can put it right and learn from our mistakes.

This policy constitutes the formal Complaints Procedure. It will be available in the setting at all times.

Under normal circumstances, the Setting Supervisor will be responsible for managing complaints. If a complaint is made against the Supervisor, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Complaints Record File.

### Stage One

If a parent/carer has a complaint about some aspect of the Settings 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 Supervisor. The Setting is committed to open and regular dialogue with parents/carers and the Setting 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 Supervisor 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 writing to the Setting Supervisor. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Setting will acknowledge receipt of the complaint within three working days and fully investigate the matter within 15 working days. If there is any delay, the Setting will advise the parent/carers of this and offer an explanation. The Supervisor will be responsible for sending a full and formal response to the complaint within 72 hours and inform the Registered Provider.

If they have good reason to believe that the situation has child protection implications, they should inform the Designated Safeguarding Lead and ensure that MASH 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 on 999.

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The formal response to the complaint from the Setting will be sent to the parent/carer concerned and copied to all relevant members of staff where appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Setting policies or procedures emerging from the investigation.

The Setting Supervisor 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 Registered provider 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 setting's response will be passed to the Registered Person (owner) who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Supervisor 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 our registered childcare provision. Ofsted will consider and investigate all complaints received. Contact details are as follows for Ofsted: 0300 123 1231

JULIE NORRIS

REGISTERED PROVIDER

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