



Complaints Procedure

Crazy 4 Kids is committed to providing a safe, stimulating, consistent and accessible service to all our users. We always hope that parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We do understand and accept that sometimes things don't 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 evaluate/amend our practice. We are committed to open and objective dialogue and advocate wherever possible that any issues are discussed in an informal manner.

Under normal circumstances, the setting manager will be responsible for managing complaints but where this is not feasible or advisable a Resolution Officer will be put in place which could be any 'other' Crazy 4 Kids employee directly or indirectly involved in the setting. If a complaint is made against a setting manager, the Area Manager or Registered Provider will conduct the investigation. All complaints made to staff will be recorded in the Complaints File along with the outcome.

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 key worker, room lead or setting manager who will then speak to the individual staff member or evaluate their practice and report back to you within 72 hours detailing an outcome.

If a satisfactory outcome cannot be found, then Stage Two will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory outcome, parents/carers will be invited to a meeting with the setting manager and a relevant senior to discuss any concerns and to collectively reach a mutually agreeable solution.

Stage Three

If informal discussions have not resolved the issue parents/carers are invited to raise this in writing with Head Office who will acknowledge receipt of the complaint and 'pass' to an available Resolution Officer within three working days and fully investigate the matter within 15 working days. If there is any delay, Head Office will advise the parent/carers of this and offer an explanation. The Resolution Officer will be responsible for gathering all specific information and provide a formal response to the complaint within 72 hours and inform the Registered Provider.

The Resolution Officer 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 Registered provider or Area Manager will judge if it is best for all parties to meet, or if individual meetings are more appropriate. Minutes of any such meeting will be generated and will include any discussed recommendations / adjustments or amendments to policy or practice.

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 Provider (owner) who will adjudicate the case.



The Registered Provider will communicate a detailed response, including any actions to be taken, to both the setting manager and the parents/carers concerned within 15 working days.

NB: Please note that any act of aggression, verbal or physical, either in personal or 'virtual', by any of the following, (parent, child or staff member) will result in their immediate suspension and could lead to immediate termination of place or position as we have a zero tolerance approach to this.

Stage Four

If all discussions with the setting and the senior team have not resolved the issue for the parent/carer and they are still dissatisfied with the outcome; they can (and at the time), submit a complaint to Ofsted about any aspect of our registered childcare provision. Ofsted will consider and investigate all complaints received.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

By post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Child Protection Concerns

If you / we have good reason to believe that the situation has child protection implications, we will inform the Designated Safeguarding Lead and contact MASH / DO 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, this will be referred to the police on 999.

JULIE NORRIS

REGISTERED PROVIDER

Dated: April 2024

Updated: November 2024

Review Date: April 2025

Version 2



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