



Oswald Road Childcare Club C.I.C

Complaints Procedure



Complaints Procedure

At the Owl Club we aim to work in partnership with parents and carers to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed briefly on the club notice board at all times. Records of all complaints are kept for at least three years.

The Manager or deputies are usually responsible for dealing with complaints. If the complaint is about the manager, the Director's of the Club will investigate the matter. Any complaints received about staff members will be recorded on a Complaints record. In the event of a complaint the procedure below gives a structured opportunity for all concerned to express and resolve concerns at an early stage and will be dealt with in the following manner:

Informal

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- The parent will be encouraged to discuss the matter with the relevant play leader.
- The Play Leader will then discuss the complaint with the staff member and try to reach a satisfactory resolution and if appropriate the parent or carer will be encouraged to discuss the matter with the playleader and staff member concerned.
- If the parent feels that this is not appropriate and no satisfactory solution has been found within 10 days, the complainant may refer the complaint to the Manager.

Formal - Stage One

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 3 working days – giving brief explanation of this Complaints procedure and a target date for providing a response to the complaint.
- Provide an opportunity for the complainant to meet, to provide any further information relevant to the complaint. Depending on the reason for the complaint, statements from witnesses may be required.
- Keep written records of meetings, telephone conversations and other documentation.
- Investigate the matter and notify the complainant of the outcome within 28 days, if it proves impossible, a letter will be sent explaining the reason for the delay and giving revised target date.
- Send a full response in writing, to all the relevant parties, including full explanation of the decision and the reasons for it, details of any 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.
- Advise the complainant that if they wish to pursue the matter further, they should notify the Lead Director within 10 days of receiving the outcome letter.



Formal - Stage Two

If, following Stage One, it has not been possible to resolve the complaint, and the complainant wishes to pursue the matter further, then they should notify the Lead Director within 10 days of receiving their response letter. The Lead Director will:

- Acknowledge receipt of the letter within 3 working days – giving brief explanation of this Complaints procedure and a target date for providing a response to the complaint.
- Provide an opportunity for the complainant to meet, to provide any further information relevant to the complaint. Depending on the reason for the complaint, statements from witnesses may be required.
- Keep written records of meetings, telephone conversations and other documentation.
- Investigate the matter and notify the complainant of the outcome within 28 days, if it proves impossible, a letter will be sent explaining the reason for the delay and giving revised target date.
- Produce a written response to the complainant when all the relevant facts have been established, including full explanation of the decision and the reasons for it, details of any 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.

If child protection issues are raised, the Manager will refer the situation to the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding/Child Protection policy. If a criminal act may have been committed, the Manger will contact the police.

Making a Complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about the Owl Club at any time. Ofsted will consider and investigate all complaints.

Ofsted’s Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

Useful contact information:

Club Manager: Sam Dawson Tel: 07468 474 939 manager@owl-club.co.uk
Chair of Directors: Mark Nesbitt chair@owl-club.co.uk

Local Authority Designated Officer (LADO)

(For allegations about people working with children who may have harmed a child) Please complete the LADO referral form on MSCB website in the first instance and send to qualityassurance@manchester.gov.uk

Part Time - Majella O'Hagan E-mail: majella.o'hagan@manchester.gov.uk Tel. 0161 234 1214
Full Time – Jim Stuart E-mail: quality.assurance@manchester.gcsx.gov.uk Tel. 0161 234 1214

Related Policies: Acceptable Use Policy, Staff Behaviour Policy, Allegations Against Staff, Data Protection Policy

This policy was adopted by: Sam Dawson	Date: 25th April 2019
To be reviewed: April 2020 or sooner if required	Signed: Sam Dawson - Manager

