



Complaints Policy

Quackers aims to provide high quality education in a safe, stimulating and caring environment. We desire to nurture awareness in the lives of the children in our care, affirming them at all times and encouraging each one to achieve their potential by building confidence in them.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally. Therefore, any complaints will be treated seriously and a response given within 28 days.

Making a Concern Known

- If a parent is uneasy about any aspect of the Club provision, they should discuss any worries and/or anxieties with the Manager.
- If this does not lead to a satisfactory outcome, the parent should put the concerns or complaint in writing, and request a meeting with the Chairperson. Both the parents and Chairperson may have a friend or partner present if required, and an agreed written record of the discussion should be made.
- A record of all complaints is maintained and appropriate information from that record can be shared with a parent/carer on request. See appendix A Complaints Form.

Most complaints should be resolved informally or at this initial stage, however;

- If the matter is still not resolved, to the parent's satisfaction, the parent should again contact the Chairperson.
- If the parent and Club cannot reach an agreement, it might be helpful to invite an external mediator who is acceptable to both parties to listen to both sides and to offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help to define the problem, review the actions so far, and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. They will meet with the group if requested, and will keep an agreed written record of any meetings that are held, and of any advice given.

The role of the registering authority

In some cases it will be necessary to involve the Office for Standards in Education (OFSTED), who have a duty to ensure laid-down requirements are adhered to and with whom Quackers work in partnership to ensure high standards. They would need to become involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. Either the Club or the parent may contact OFSTED on the telephone number below. OFSTED would then ensure a proper investigation of the complaint was followed by appropriate action.



Quackers After School Club

Ofsted National Business Unit
Piccadilly Gate
Shore Street
Manchester
M1 2WD
Att: Compliance Investigation and Enforcement Team

0300 123 1231 (8AM-9PM)

If requested, the Club will provide Ofsted with a list of all complaints made in any specified period and the outcome and action that was taken as a result of each complaint.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interest of the parents and the Club that complaints should be taken seriously and dealt with fairly, and in a way which respects confidentiality.

Signed on behalf of Quackers After School Club: _____

Position: _____



Quackers After School Club

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Appendix A

Complaints Record



<u>Complaints Record</u>			
Date of complaint			
A: Source of complaint			
Parent (in writing, including email) ¹	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>
Staff member	<input type="checkbox"/>		<input type="checkbox"/>
B: Nature of complaint (please tick all areas that the complaint relates to)			
Suitable Person	<input type="checkbox"/>	Food and Drink	<input type="checkbox"/>
Organisation	<input type="checkbox"/>	Equal Opportunities	<input type="checkbox"/>
Care, Learning & Play	<input type="checkbox"/>	Special Needs	<input type="checkbox"/>
Physical Environment	<input type="checkbox"/>	Behaviour	<input type="checkbox"/>
Equipment	<input type="checkbox"/>	Working in Partnership with Parents and Carers	<input type="checkbox"/>
Safety	<input type="checkbox"/>	Safeguarding Children	<input type="checkbox"/>
Health	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Please give details of the complaint:			
C: How it was dealt with			
Internal investigation	<input type="checkbox"/>		
Investigation by Ofsted	<input type="checkbox"/>		
Investigation by other agencies (please state)	<input type="checkbox"/>		

¹ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.



Please give details of any internal investigation or attach any outcome letter from Ofsted:

D: Actions and outcomes

Internal actions	<input type="checkbox"/>	
Actions agreed with Ofsted	<input type="checkbox"/>	
Changes to conditions of registration	<input type="checkbox"/>	
Other action taken by Ofsted	<input type="checkbox"/>	
No action	<input type="checkbox"/>	
Actions imposed or agreed with other agencies	<input type="checkbox"/>	

Please give details:

Has a copy of this record been shared with parents? Yes or No

Name of recorder:	Outcome notified to parent: Yes (within 28 days)² Date:
Position: Name: Signature:	Date Completed:

² Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.



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Appendix B

How to Complete a Complaints Record



How to Complete the Complaints Record

When completing the record bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

A. Source of complaint

Record here who made the complaint.

Where people complain to Ofsted, they will normally refer all such complainants to us in the first instance. Where Ofsted carries out an investigation into our continued suitability to provide childcare following a complaint, they will tell you of the outcome of their investigation. Where they do this, we will enter Ofsted as the source and the Ofsted complaint number, if known.

B. Nature of complaint

The record is intended only for complaints relating to the national standards. Record here one or more welfare requirements (EYFS) to which the complaint refers. If you are unsure then refer to the welfare standards included in the EYFS and the accompanying guidance. Record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

C. How it was dealt with

Provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records
- who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- any referrals you made to an external agency, for example local authority environmental health departments or social services.

D. Actions and outcomes

Provide details about the outcome of your investigation. Record:

- any action(s) identified by you
- any actions set or taken by Ofsted
- any action taken by another external agency, where you have their permission to do so
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision



- if you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 0300 123 1231.
- Share an account of the findings of any investigation and the action, if any, taken or intend to be take as a result of the investigations with parents at the setting.

This must be done within 28 days from the date the complaint was made.

If they ask or if the Club think it is appropriate, a separate letter will be sent to the parent who made the complaint giving more detail.