



The Cabin Crew Out of School Club Complaints Policy

At The Cabin Crew we aim to work in partnership with parents to deliver a high quality childcare service. We believe that children and parents/carers are entitled to expect courtesy, and prompt careful attention to their needs and wishes. We welcome suggestions for improvements and will give prompt and serious attention to any concerns raised. 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 on the premises at all times. Records of all complaints that reach stage two and above are kept for at least three years. A summary of complaints is available for parents, as well as to Ofsted inspectors, on request.

All incidents or complaints are referred to and discussed at a Committee meeting, to ensure lessons are learned and practice reviewed where necessary. The Manager will then give feedback to the staff at the next staff meeting.

Procedures

The Manager is usually responsible for dealing with complaints. If the complaint is about the Manager, the Chairperson or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident Report Form** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Any parent/carer who has a concern about an aspect of the clubs provision will initially discuss the matter informally with the manager. Most complaints should be resolved amicably and informally at this stage.

Stage two

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

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including 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.
- When the complaint is resolved at this stage, the summative points are logged in the **Complaint Investigation Record**.

Stage three

If the parent/carer is not satisfied with the outcome of the investigation, he/she requests a meeting with the Chair person. The parent/carer may have a friend present if they prefer and the Chair person should have the support of the committee.

An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy. This signifies that the procedure has concluded. The summative points are logged in the complaint investigation record.

If a child appears to be at risk, the club will contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy.

Records

A record of complaints in relation to the club, the children or adults working in our club, is kept. This includes the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded in the Complaint Investigation Record which is available for parents or Ofsted inspectors on request.

Making a complaint to Ofsted

Parents/carers may approach Ofsted directly at any stage of this procedure. Ofsted will consider and investigate all complaints received.

Ofsted's address: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2W

☎ 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

This policy was adopted by The Cabin Crew Out of School Club.	Date: 13 th December 2015
To be reviewed: January 2016	Signed: <i>Heather Osborn</i>
Name of signatory: Heather Osborn	Role of signatory: Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017)*:
Safeguarding and Welfare Requirements: Complaints [3.74-3.75].