



PAWS Kids Clubs Limited

Complaints Policy

At PAWS Kids Clubs Limited we aim to work in partnership with parents 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 available on the premises at all times. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request.

The Club Manager will generally be responsible for dealing with complaints. If the complaint is about the Manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on a Complaints Report, and if necessary disciplinary policy will be followed.

Any complaints made will be dealt with in the following manner:

Stage One

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage Two

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 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.
- If at this meeting the parent and PAWS Kids Clubs Limited cannot reach agreement, an external mediator will be invited to help to settle the complaint. This person will be acceptable to both parties. This could someone from the Children's Centre.
- The mediator will keep all discussions confidential and will keep a record of any meetings held and advice given.
- When the mediator has concluded her/his investigations, a final meeting between all concerned will be held and a record made.
- Everyone present at the meeting will sign and receive a copy of the record. This signifies that the procedure has concluded.

If child protection issues are raised, the Manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the Manager will contact the Police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about PAWS Kids Clubs Limited at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

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

This policy was adopted by: PAWS Kids Clubs Limited	Date: December 2015
To be reviewed: December 2016	Signed:

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