



Kool Kids Club

Complaints Policy

Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan.

This policy constitutes the Club's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for dealing with complaints. If a complaint is made against the Manager, the OOSC Support Service Manager or trustees will conduct the investigation. Complaints made by parents to staff may be recorded in detail on an Incident report.

Stage One

If a parent/carer has a complaint about some aspect of the Club's activities, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the Manager. The Club is committed to open and regular dialogue with parents/carers and the Club welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak to the Manager or Deputy Managers. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint, and fully investigate the matter within 28 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Chair of Trustees who will adjudicate the case. The Chair of Trustees, Claire McCormick, can be contacted via letter at the Kool Kids address as above. All correspondence will be passed onto her in line with our confidentiality and information sharing policies.



The Voluntary Committee of Trustees will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 28 working days.

Records of any complaints made will be retained for 10 years.

Making a Complaint to Ofsted

Ofsted advise that if you are concerned about anything you see or hear at an early years or childcare provider, you should raise this directly with the setting itself. If you cannot resolve the matter in this way, or if you have safeguarding concerns, please contact Ofsted and they will consider the complaint.

Ofsted can be contacted by:

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Post:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

This policy was adopted at a meeting of	Kool Kids Club	
Held in:	February 2022	
To be reviewed in:	February 2023	
Signed on behalf of the setting:	Jonny Phillips	Stephen Phillips
Name of Signatory:	Jonny Phillips	Stephen Phillips
Role of Signatory:	Manager	Deputy Manager