

Complaints and Concerns

At School's Out we aim to work in partnership with parent/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 will be displayed 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 parent/carers on request.

The Registered Person will generally be responsible for dealing with complaints. If the complaint is about the Registered Person, the Manager or other senior member of staff or the school head teacher will investigate the matter. Any complaints received about staff members will be recorded on an Incident Log ¹(Concerns) and a Complaints Log² may be completed. Any complaints made will be dealt with in the following manner:

Stage one - Concerns

Concerns about aspects of Setting activity:

The Registered Person will discuss the matter informally with the parent/carer concerned and aim to reach a satisfactory resolution.

Concerns about an individual staff member:

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

Stage two - Complaints

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

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and document any outcomes.

¹ Incident Log

² Complaints Log

Next Review : Feb 2021

Review : Feb 2019



- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Setting's practices or policies as a result of the complaint within 28 days of receiving the complaint.
- Meet relevant parties to discuss the Setting'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 Registered Person, who will then contact LADO (local area designated officer) and follow the procedures of the Safeguarding Children Policy.³ If a criminal act may have been committed, the Registered Person will contact the police.

Making a complaint to Ofsted

Any parent/carer can submit a complaint to Ofsted about School's Out at any time. Ofsted will consider and investigate all complaints.

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

Telephone (general enquiries) : 0300 123 1231

Telephone (concerns): 0300 123 4666

E-mail (concerns): CIE@ofsted.gov.uk

Website: <https://www.gov.uk/government/organisations/ofsted> "Complaints about other providers Ofsted inspects"

(accessed Feb 2019)

Ofsted Poster for Parents Childcare

<https://www.gov.uk/government/publications/poster-for-parents-childcare>

(accessed Feb 2019)

³ Safeguarding Children Policy