

# Complaints Policy

At **Fun Fest** we aim to work in partnership with parents to deliver a high quality child care service for all. If for any reason we fall short of this, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed in the club at all times. Records of all complaints are kept for at least three years.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our [Safeguarding Children Policy](#).

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an incident form and a complaints log will be completed.

## **All complaints will be dealt with in the following manner:**

### **Complaints about aspects of club activity**

#### **Stage 1**

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

Complaints about an individual staff member:

- The parent will be encouraged to discuss the matter with the staff concerned if appropriate.
- If the parent/carer feels this is not appropriate, the matter will be discussed with the manager, who will then discuss the matter with the staff member and try to reach a satisfactory resolution.

#### **Stage 2**

- If a satisfactory resolution of the complaint is not reached through informal discussion, the parent/carer should put their complaint in writing to the manager. The manager will:
  - Acknowledge receipt of the complaint within 7 days.
  - Investigate the matter and include how it relates to our fulfilment of our statutory duties under the EYFS and notify the complainant of the outcome within 28 days of receipt of the written complaint.
  - Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the clubs practices or policies as a result of the complaint, if applicable.
- Meet relevant parties to discuss the Clubs response to the complaint, either together or on an individual basis.

If child protection or wider safeguarding issues are raised, the manager will refer the situation to the clubs Designated Safeguarding Lead, who will contact the Local Authority Designated Officer (LADO), and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

#### **Procedure for all staff**

- All staff must ensure that the Club Manager and Club Director is aware of any complaints both verbal and written to be able to provide support to the member of staff.
- The Club Director can reach out to either their Operations Manager or Compliance and Training Manager for any support that they may require.
- A record of complaints will be kept in the Club office.
- The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

#### **Making a complaint to Ofsted:**

A parent or carer can submit a complaint to Ofsted about Fun Fest \_\_\_\_\_ at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints.

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: **0300 123 1231 (General enquiries)**

**0300 123 4666 (Complaints)**

#### **By post:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

This policy was adopted on	Signed on behalf of the Club	Date for review
03/04/2024	<i>T. Iezekil</i>	03/03/2025

*Written in accordance with the Statutory Framework for the early Years Foundation Stage (2024):  
Safeguarding and Welfare Requirements: Complaints [3.84 – 3.85]*