



Zebras Out of School Club Ltd

## **Parent/Carer Complaints Procedure**

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time a complaint may arise about some aspect of the setting, or an individual member of staff. Usually it should be possible to resolve any problems informally, as soon as they occur.

### **Stage One**

Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that can be followed. This is laid out below.

### **Stage Two**

You should ask a worker for the name and telephone number of the designated manager. You do not have to discuss the complaint with a worker if you do not wish to.

Contact the manager and voice your complaint. They may deal with the complaint directly or call a meeting with other members of management and yourself, to discuss the complaint in detail. If a meeting is called the management will investigate the complaint within 10 working days. If the complaint involves another parent/child/staff member they may be asked to attend as well, to answer appropriate questions. Any witness to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be made.

### **Stage Three**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the registered person. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

We will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 10 working days. If there is any delay, we will advise you of this and offer an explanation. The registered person will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

The registered person will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The registered person will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

### **If you are still unhappy?**

If you are unhappy with the result, your complaint may be investigated by:

Ofsted National Business Unit  
Royal Exchange Building  
St Anne's Square  
Manchester M2 7LA  
Tel: 08456 404040.  
Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

A full written report will be made to the setting.

## **Further Information**

- A copy of the “Parents – Ofsted contact number” poster must be displayed on the notice-board of the registered provision.
- As a registered provider all written complaints relating to the welfare requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days of having received the complaint.
- Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.

Lyn Collins (Manager) – May 2015