

The Den



Complaints/ Compliments Policy

At The Den 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 or do better than expected we would like to be informed to amend our practices for the future. Our complaints/compliments policy is always displayed on the premises. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is 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 an **Incident log form** and a **Complaints log** will be completed and will be filed in a locked filing cabinet within the clubhouse. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of The Den 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 because of the complaint.
- Meet relevant parties to discuss The Den'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 Den's Child Protection Officer, who will then 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.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about The Den at any time. Ofsted will consider and investigate all complaints.

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

E Mail enquiries@ofsted.gov.uk

This policy was adopted by: The Den	Date: May 2023
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To be reviewed: June 2024	Signed: Pauline Barritt Manager
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.

Also complies with Keeping Children Safe in Education (2022)