

49: Compliments and Complaints

Superkids 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 go according to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times and records of all complaints will be retained for a period of at least 3 years. A summary of complaints is available for parents on request.

If you have a complaint, Superkids is committed to:

- Listen and learn
- Put things right
- Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book and a complaints log will be completed. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage One – Informal Discussion

If a parent/carer has a complaint about some aspect of the setting's activity, about the service the setting provides, or about the conduct of a member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned. As outlined in the Partnership with Parents/Carers policy, the setting is committed to open and regular dialogue with parents/carers and the setting welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached, and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two – Formal Complaint

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

Superkids will acknowledge receipt of the complaint within seven days and will investigate and give you a response to your complaint within 28 days. We shall explain what we are doing to resolve the issues you have raised if it will take longer than the 28 days to do this.

The manager will be responsible for sending a full and formal response of the outcome of the investigation to the complaint – within 28 days of having received the complaint.

The formal response to the complaint from Superkids will be sent to the parent/carer concerned, other relevant parties and copied to members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the setting's policies or procedures emerging from the investigation.

The manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Superkids response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Superkids response will be passed to the Registered Person who will adjudicate the case.

Records of all complaints and their outcome will be retained for a period of at least 3 years from when the record was made.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

Superkids will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

If child protection issues are raised, the manager will refer the situation to the Club's Designated Safeguarding Lead. Who will then contact the LADO (Local Authority Designated Officer) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

**The setting always welcome suggestions, feedback, and compliments too.
A suggestion box is available, and regular questionnaires will be sent out.**

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Parents/carers have the right to make a complaint to OFSTED.

This can be done by ringing Tel: 0300 123 1231 (general) or 0300 123 4666 (complaints) or writing to: OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD.

The policy was adopted by: Superkids Club Ltd	Date: 08.04.2020
To be reviewed: April 2021	Signed: Jo Murray & Jessica Baker

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017):
Safeguarding and Welfare Requirements: Complaints [3.74-3.75].*