

HAZELDENE LOWER SCHOOL CARE CLUB



Complaints Policy

REVISED DECEMBER 2015

SIGNED DATE.....
CARE CLUB MANAGER

SIGNED DATE

CHAIR OF GOVERNORS

TO BE REVIEWED DECEMBER 2017

Complaints

At Care Club 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, we would like to be informed in order to amend our practices for the future. Our complaints policy will be available at all times. Records of all complaints will be retained for a period of at least three years.

The Care Club Leader (Mrs S Logue) and Care Club Manager (Mrs V Kilroy) will generally be responsible for dealing with complaints. If the complaint is about the Care Club Leader or Care Club Manager, the Head Teacher will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Care Club activity:

- The Care Club 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 Care Club 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 Care Club Manager. The Care Club 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 Care Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Care Club's response to the complaint, either together or on an individual basis.
- If the complaint is unresolved the Governing Body of Hazeldene Lower School will review the matter.

If child protection issues are raised, Mrs Kilroy who is also the Care Club's Child Protection Officer, will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the Care Club Manager will contact the police.

To be reviewed: December 2015

Written in accordance with the EYFS welfare requirement: *Safeguarding and promoting children's welfare*