CONCERNS, COMPLIMENTS & COMPLAINTS POLICY

1. PURPOSE

Clubland is committed to providing a high-quality, safe, caring and consistent childcare experience for every child and family.

We welcome feedback from parents, carers and other people who use our services. Compliments help us recognise good practice and celebrate our team, while concerns and complaints give us an opportunity to listen, learn and improve.

We will always aim to deal with concerns quickly, fairly and respectfully. No child or family will be treated less favourably because they have raised a genuine concern or complaint.

2. RAISING A CONCERN

We encourage parents and carers to raise any concerns with their Clubland setting team as soon as possible.

In the first instance, concerns should be raised with the **Playscheme Manager** or **Deputy Manager**, who will aim to resolve the issue quickly and informally.

Concerns can be raised:

- In person
- By phone
- By email

We understand that some concerns may be easier to raise with someone outside of the setting team. In these circumstances, parents and carers can contact a member of the **Operations & Development Team** directly.

Wherever possible, we will listen to the concern, discuss what has happened and agree any appropriate action with the parent or carer.

3. MAKING A FORMAL COMPLAINT

If a concern cannot be resolved informally, or if a parent or carer feels that a matter is serious enough to require formal investigation, they can make a formal complaint.

Formal complaints can be made:

- In writing by email
- By letter
- In person
- By phone

Complaints can be directed to a member of the **Operations & Development Team** or the **Managing Director.**

Parents and carers should provide as much information as possible, including what has happened, when it happened and what they feel would resolve the matter.

We will acknowledge formal complaints and aim to investigate and respond within **21 days**.

If a complaint is particularly complex, or requires information from other people or organisations, it may take longer to investigate. If this happens, we will keep the person making the complaint informed and provide an update on progress.

Our response may be provided by email, telephone, in person or in writing, depending on the nature of the complaint and what is most appropriate.

4. HOW WE HANDLE COMPLAINTS

All formal complaints will be taken seriously and handled fairly and confidentially.

Depending on the nature of the complaint, we may:

- Review the information provided
- Speak to the people involved
- Speak to relevant staff members or setting managers
- Review relevant records or information held on our secure digital database
- Consider whether any policies or procedures have been followed
- Identify any actions or changes that may be needed

A confidential record will be kept of formal complaints, including:

- The nature of the complaint
- The date the complaint was received
- Any actions taken
- People involved in the investigation
- The outcome of the complaint
- Any learning or changes to practice

Complaint records will be stored securely on Clubland's digital systems and retained in line with our record retention requirements and applicable legislation.

Information relating to complaints will only be shared with those who need to know in order to investigate and respond appropriately.

5. IF YOU ARE NOT SATISFIED

We hope that we can resolve concerns and complaints directly with families. However, if a parent or carer remains unhappy following our response, they can discuss this with a Company Director.

Where appropriate, parents and carers may also contact **OFSTED**.

OFSTED does not usually investigate individual complaints about childcare providers on behalf of parents. However, parents and carers can contact OFSTED if they have concerns about the safety or welfare of children, or about whether a childcare provider is meeting the requirements of the Early Years Foundation Stage or other relevant regulations.

OFSTED can be contacted via:

OFSTED
Telephone: 0300 123 1231
Website: www.ofsted.gov.uk

6. CHILD PROTECTION AND SAFEGUARDING CONCERNS

Any concern or complaint involving the safety, welfare or protection of a child will be treated as a safeguarding matter.

Safeguarding concerns will be dealt with in line with our **Safeguarding Policy** and may be referred to the appropriate local authority safeguarding team, Local Authority Designated Officer (LADO), OFSTED, the police or another relevant agency where necessary.

Safeguarding concerns will not be delayed while following the normal complaints process.

7. COMPLIMENTS AND SUGGESTIONS

Compliments are always welcomed and are an important way of recognising the hard work of our Clubland team.

Parents and carers can share compliments or suggestions:

- In person with a member of the Clubland team
- By email
- Through our suggestions box, where available

Positive feedback may be shared with the relevant team members to recognise good practice and boost morale.

We also welcome suggestions about how we can improve our services and will consider all feedback carefully.

8. RELATED POLICIES

- Safeguarding Policy
- Staff Behaviour Policy
- Privacy Policy
- Whistleblowing Policy