

# Dore Village Kids After School Club

## Complaints Policy

At Dore Village Kids After School 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 is available on our website. Records of all complaints are kept for at least three years.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. All complaints will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club 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. She will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and including how it relates to our fulfilment of our statutory duties under EYFS and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- 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 as a result of the complaint, if applicable.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection or wider safeguarding issues are raised, The manager (the Club's Designated Safeguarding Lead) will 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 Dore Village Kids After School Club at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints. Ofsted's email address is: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

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| This policy was adopted by: Dore Village Kids After School Club | Date: 10/10/2025       |
| To be reviewed: 10/10/2026                                      | Signed: Louise Perrins |