



## Complaints Policy and Procedure

Last Review: 30/11/2016

Review date: 30/11/2017 - This policy is subject to constant review.

It is in the best interest of the children, families and Coral Cove Out of School Club that complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.

At Coral Cove Out of School Club it is important that the service is deemed to be of a high standard. We welcome family partnership within our setting and strive to consider the individual needs and wishes of all our parents/carers and children. If parents/carers are unhappy with any aspect of our provision, we encourage them to:

- In the first instance discuss their concerns with the Club Manager. Many problems can be sorted out quickly and effectively at this stage.
- If a solution is not reached then you will be able to take your concerns to the Director of the company, Alison Brooks.
- If an agreement still cannot be reached, please contact Company Director, Mr. Steven Brooks on the address listed on the Complaints Procedure
- If the complaint is regarding the Directors then we will direct you to an External mediator \*.
- In extreme cases it may be necessary to contact Ofsted

It is hoped that early discussions will resolve any concerns and provide a satisfactory outcome for the parent/carer and the Club. All discussions will be kept confidential in accordance with our confidentiality policy, but will be recorded in writing and kept within our complaints folder.

\*Where there are concerns about the Directors or any relation to them in a management role, then we will appoint an external mediator to act on the settings behalf to deal with the complaint and come to a resolve.

**Our Mediator is Clair Beaty-Pownall, Gain Control, 65 High Street, Easterton, Devizes, Wilts, SN10 4PG**

In circumstances where we feel that discussions with parents/carers may be detrimental to a child's wellbeing, we will seek advice from Wiltshire Early Years Team, Ofsted or Social Care as per our Safeguarding Children Policy.

- All complaints will be investigated and we will respond to all complaints in writing within 28 days.
- A copy of records of complaints will be kept within the complaints file in a locked cabinet and held for a minimum of 3 years. We will be able to inform Ofsted of any complaints and if requested by the Ofsted inspector will show them on request
- If the complaint is against a member of staff, procedures will be followed as laid out in our Discipline and Grievance Policies
- The Ofsted poster is on display within the setting.

Please see the displayed flow chart for process steps.

Policy dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signed for and on behalf of the Setting: \_\_\_\_\_

Print: \_\_\_\_\_