



Complaints Policy

WASPS (Waterbeach After School Play Scheme) 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 always go 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 Club's formal Complaints Procedure. It is displayed on the premises at all times.

Under normal circumstances, the Co-ordinator on duty will be responsible for managing complaints and communicating with the WASPS Management Committee. If a complaint is made against one of the Co-ordinators, then the WASPS Management Committee will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form and a Provider Complaints Log will be completed.

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

Stage One

In the first instance, parents/carers are encouraged to speak directly to the relevant club Co-ordinator; if appropriate they will arrange for the parent/carer to speak to the relevant member of staff. If not appropriate then the Co-ordinator will try to resolve the problem. If it is felt that the complaint may be directed at the co-ordinator, then if appropriate the parent/carer will be advised to contact the chairperson in writing, either by letter or email. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions about 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 relevant Co-ordinator. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

WASPS will acknowledge receipt of the complaint as soon as possible – within three to seven working days. The matter will be fully investigated within 15-20 working days. If there is any delay, WASPS will advise the parent/carer of this and offer an explanation. The relevant Co-ordinator will be responsible for sending them a full and formal response to the complaint.

If the Co-ordinator has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the procedure set out in the Safeguarding and Child Protection policy is followed. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from WASPS will be sent to the parent/carer concerned and copied to all relevant members of staff as appropriate. The response will include

recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Co-ordinator 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 WASPS response to it. The Co-ordinator will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice.

The mediator must ensure discussions are kept confidential.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the WASPS Management Committee who will adjudicate the case. A formal record of all meetings should be taken and made available for those concerned should they wish to see them.

The WASPS Management Committee will communicate a detailed response, including any actions to be taken, to both the Co-ordinator and the parents/carers concerned within 25-38 working days.

If at any stage the parent/carer is unsatisfied with the response or concerned about children's welfare they can make a complaint to Ofsted.

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 that are in breach of the relevant statutory requirements.

Records of all complaints must be retained for a period of 10 years on which the record was made. A summary of complaints must be available to parents on request. A model complaints form can be downloaded from www.ofsted.gov.uk and photocopied.

Ofsted Address:

**The National Business Unit
Ofsted
Piccadilly Gate
Store Street
MANCHESTER
M2 2WD
0300 123 1231**

This policy was adopted at a meeting of

WASPS Management Committee

Held on (date)

6th May 2014

Signed on behalf of the Management
Committee / Proprietor

Lianne Sallows

Role of signatory (e.g. Chairperson etc)

Chairperson

This policy was reviewed on (date)

Continue as necessary (date)
