



## Complaints procedure

### Statement of intent

Conker Club believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve Conker Club and will give prompt and serious attention to any concerns about the running of Conker Club. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns which will be carried out within 28 days.

### Aim

We aim to bring all concerns about the running of Conker Club to a satisfactory conclusion for all of the parties involved within 28 days.

### Methods

To achieve this, we operate the following complaints procedure.

### *How to complain*

#### Stage 1

- Any parent who is uneasy about an aspect of the After-School club provision talks over, first of all, his/her worries and anxieties with the Manager.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### Stage 3

- The parent requests a meeting with the key worker and the Manager. The parent should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

**The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and local Safeguarding Children Board**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the EYFS statutory Framework are adhered to.

The address and telephone number of our Ofsted regional centre are:

The national Business Unit  
OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2DW

Tel: 0300 123 1231

Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

These details are displayed on our After-School club notice board.

If a child appears to be at risk, our After-School club follows the procedures of the Local Safeguarding children Board in our local authority.

In these cases, both the parent and After-School club are informed and the After-School club leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

### **Records**

A record of complaints against our After-School club and/or the children and/or the adults working in our After-School club will be kept, including the date, the circumstances of the complaint and how the complaint was managed.