




## Mangotsfield Out of School Club Complaints Policy

<b>Policy Author:</b>	MOOSC Management Team
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<b>Signed:</b>	



## Complaints Policy - MOOSC08.01

### **Policy**

MOOSC aims to work in partnership with parents/ carers to deliver high quality childcare.

If for any reason the Club falls short of this aim, this Policy sets out how to raise an issue so that it can work towards amending and/ or improving practices.

### **Complaints**

Complaints should be directed to the Play Manager in the first instance. Should a complaint be regarding the Play Manager, it should be directly to the Chairman of the Management Committee.

### **Initial Complaint Stage**

For complaints regarding a specific aspect of the Club's activities, the Play Manager will contact the parent/ carer to discuss informally with the aim to reach a satisfactory resolution.

For complaints regarding an individual member of staff, the Play Manager will encourage the parent/ carer to discuss it directly with the person concerned with their support. If the parent/ carer feels the complaint is beyond an informal, direct discussion themselves, the Play Manager will attempt to do so on their behalf.

### **Escalated Complaint Stage**

For complaints where the Initial Complaint Stage would not be appropriate, they should be provided in writing to the Play Manager.

The Play Manager will acknowledge receipt of the written complaint within 7 days and carry out a full and formal investigation - including any required subsequent disciplinary action, sanctions or policy and procedure changes - within 28 days.

The complaint will be fully responded to, in writing, including a summary of any actions and/ or changes to the Club's policies and procedures within 42 days. The Play Manager may, where appropriate, follow up in person with the parent/ carer and any other involved persons as and when required.

### **OFSTED Complaint Stage**

Should complaints be of such concern or serious nature that a parent/ carer doesn't feel the previous stages would be appropriate, it can be submitted directly to OFSTED at any time.

OFSTED will consider and investigate all complaints received. Complaints to OFSTED should be directly to:

OFSTED  
Piccadilly Gate, Store Street  
Manchester M1 2WD

0300 123 1237 (general enquiries)

0300 123 4666 (complaints)



## **Complaints Policy - MOOSC08.01**

### **Safeguarding**

If child protection issues are raised as part of a complaint, the Play Manager will refer it to the Club's Child Protection Officer who will follow the Safeguarding Policy.

If a criminal act may have been committed, the Play Manager will contact the police who will investigate to the fullest of their ability whilst the Club's own Policy is followed in tandem.

### **Related Policies**

1. Safeguarding