



Childcare Specialists in Nursery, After School and Holiday clubs.

Complaints Procedure

Statement of Intent

The Big Adventure 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 The Big Adventure Club and will give prompt and serious attention to any concerns about the running of the 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.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

1. Any parent who has a concern about an aspect of The Big Adventure Club provision talks over first of all, his/her worries and anxieties with the manager.

Stage 2

1. If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing or email to the manager and / or director.
2. Most complaints should be resolved amicably and informally at Stage 1 or at Stage 2.
3. The Big Adventure Club stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
4. When the investigation into the complaint is completed, the supervisor meets with the parent to discuss the outcome. All complaints will be dealt with in a maximum of 28 days from the date of receiving the information in writing.
5. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

1. The parent requests a meeting with the manager, Director The parent should have a friend or partner present if required and the supervisor should have the support of the owner / manager present.
2. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.



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Stage 4

1. If at the Stage 3 meeting the parent and The Big Adventure Club cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
2. Staff or volunteers within the early years team are appropriate persons to be invited to act as mediators.
3. The mediator keeps all discussion confidential. S/he can hold separate meetings with the supervisor and owner / manager and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

1. When the mediator has concluded his/her investigations, a final meeting between the parent, the supervisor and the owner / manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
2. 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 the local Safeguarding Children Board. Parents may approach [Ofsted](#) directly at any stage of this complaint's 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 National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre Quality Assurance National team, 7th floor, Piccadilly gate, Store street Manchester, M1 2WD 0300 123 1231

These details are displayed on our setting's notice board.

If a child appears to be at risk, The Big Adventure Club follows the procedures of the Area Child Protection Committee in our local authority. In these cases, both the Parent and Supervisor are informed and the Supervisor works with Ofsted or the local Safeguarding Children Board.

This is to ensure a thorough investigation of the complaint takes place and is followed up with appropriate action.

Records

Complaints against The Big Adventure Club and/or the children and/or the adults working for the company is kept, including the date, the circumstances of the complaint and how the complaint was managed.