



Waterbeach After School Play Scheme

Complaints Policy

At WASPS we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is always displayed on the premises (front board). Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager or co-ordinator in charge is usually responsible for dealing with complaints. If the complaint is about the manager or co-ordinator, the management committee or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident Form** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager, co-ordinator or committee member will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, the parent will be encouraged to discuss the matter with staff concerned. This will take place with a manager/co-ordinator/committee member present, in a quiet and private space and support will be given to both parties to help solve the situation.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, co-ordinator or management committee, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager or management committee. The manager / management committee will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.
- At the meeting there should be an opportunity to go through the reasons for the complaint, and agree any further actions by the Club or changes to procedure that are deemed necessary. The complainant should be given chance to say whether they are happy with the outcome of the complaint – if not they should be informed of appropriate ways to escalate it, either to the management committee (if not already involved) or to Ofsted.

If child protection issues are raised, the manager, co-ordinator or management committee will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer

(LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager, co-ordinator or management committee will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about WASPS at any time. Ofsted will consider and investigate all complaints. Ofsted's address is:

Ofsted,
Piccadilly Gate,
Store Street,
Manchester
M1 2WD

Telephone: 0300 123 1231 (general enquiries) or 0300 123 4666 (complaints)

Related policies

See also: **Safeguarding policy**.

This policy was adopted by: Waterbeach After School Play Scheme (WASPS)	Date: 11-Feb-2024
To be reviewed: February 2027	Signed (Chairperson):

Written in accordance with the *Early Years Foundation Stage Statutory Framework For group and school-based providers (2024): The Safeguarding and Welfare Requirements: Complaints [3.83-3.84]*