

## Complaints policy

At **Knutz Out of School Club** 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 feedback in order to amend our practices for the future. Our complaints policy is on display at the premises at all times. We retain records of all complaints for at least three years. A summary of complaints is available for parents on request.

The owner is usually responsible for dealing with complaints. If the complaint is about the owner, the manager will investigate the matter. An **Incident log** and a **Complaint record** will be created to record any complaints received about staff members. Our procedure for dealing with any complaints received is as follows:

### Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- The parent should discuss the matter informally with the manager, 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 owner. The owner 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 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.

If the complaint raises child protection issues, the owner will follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the owner will contact the police.

### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about **Knutz Out of School Club** at any time. We believe Ofsted will consider and investigate all complaints.

Ofsted's postal address: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Ofsted's telephone numbers: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

Policy adopted by	<b>Knutz Out of School Club</b>
Date adopted	January 2025
Due for review	January 2026

Signed:

  
Owner/Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and welfare requirements: Complaints [3.84-3.85]*