



Complaints Policy and Procedure

Policy

At **Springers Club Limited** (hereafter referred to as: **Springers**, we believe that children and parents are entitled to expect the courtesy of prompt and careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give 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 in place for dealing with concerns. A confidential record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Aim

We aim to bring all concerns about the running of Springers to a satisfactory conclusion for all of the parties involved. We aim to initially acknowledge complaints in writing within 7 working days, and then to have resolved and rectified the situation within 28 days.

Methods

To achieve this, we operate the following 4 stage Complaints Procedure:

Procedure / How to complain

It is important to note that Parents may approach Ofsted directly at any stage of the complaints procedure.

Stage 1

Any parent who is uneasy about an aspect of the Breakfast, After School & Holiday provision talks over, first of all his/her worries and anxieties with:

- a) The child's Key Worker / Play Group Leader
- b) The Setting Manager

***Any parent who requires a written response to their concerns should request one at this stage.

Stage 2

If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent moves on by making a formal complaint in writing (form attached) to the Setting Manager who will investigate the complaint. The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed, within 7 working days. It is our aim to resolve issues as quickly and effectively as possible within 28 days.

Stage 3

When a formal complaint has been fully investigated, the Setting Manager should ensure that the person who made the complaint is informed, in writing, of the outcome.

Stage 4

If the complainant is dissatisfied with the outcome of the internal investigation, they are entitled and encouraged to take their complaint to Ofsted. Contact details for Ofsted are:

OFSTED
Picadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk



Based at Lodge Farm Primary School
Mobsbury Way
Stevenage
Hertfordshire
SG2 0HR
www.springersclub.co.uk
Tel: 07859915985
Company No: 09509704

Complaint Form

Date: _____

Parent/Carer Name: _____

Child/ren Name: _____

Details of Complaint:

We aim to bring all concerns about the running of Springers to a satisfactory conclusion for all of the parties involved.

Please note that a written reply in acknowledgement of receipt of your complaint, as well as some indication of how and when the complaint will be addressed, within 7 working days. It is our aim to resolve issues as quickly and effectively as possible within 28 days.

A confidential record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Parent/Carer Signature: _____

