

CONCERNS AND COMPLAINTS POLICY

As a registered day care provider Kids N Action aims to work in close partnership with all parents / carers, to meet the needs of their children. We hope that parents are happy with the service it provides, but would appreciate that there may be times when parents raise concerns. Kids N Action hope that parents will feel able to discuss any concerns or issues that they may have with Kids N Action directly. If parents would rather not talk in front of their child(ren), then an arrangement for a more convenient time can be made; for example in the evening or at the weekend. KNA will make every effort to resolve the issue. If parents prefer, they can put the complaint formally in writing.

Depending on the nature of the complaint, KNA will investigate the issue. A written complaint will be investigated immediately and a response will be given within 28 days. Parents may wish to refer their concern to Ofsted this can be done by calling 03001231231 to investigate. Complaints will be treated sensitively. Under the requirements of the Early Years Register and the Childcare Register parents will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days. All complaints will be recorded and filed in the office.

A written record of all complaints will be kept on file. It will remain confidential unless an Ofsted inspector asks to see it. The following will be recorded:

- ⇒ Name of person making the complaint.
- \Rightarrow Nature of the complaint.
- \Rightarrow Date and time of the complaint.
- ⇒ Action taken in response to the complaint.
- \Rightarrow The outcome of the complaint investigation (for example, ways the service has improved).
- ⇒ Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

COMPLAINTS PROCEDURE

(1) INFORMAL STAGE

Talk to a member of staff concerned and attempt to settle the matter

(2) GO TO ASSISTANT HEADS OR DAY CAMP MANAGER

Manager seriously investigates and attempts to solve the issue

(3) MANAGER GOES TO NEXT STAGE

Parent / staff member dissatisfied. Arrange meeting, takes witness statement and respond with decisions and actions

(4) FORMAL COMPLAINT TO HEAD

Parent / staff member make a formal written complaint and Head(s) must respond in writing

(5) COMPLAINT REACHES GOVERNORS

- Governors always question complainant whether they have followed complaints protocol first (stages 1-4).
- Governors ask for a copy of meeting minutes and investigate.
 Meeting with all parties involved (individually and as group).
- Governors create a written action plan involving all relevant

(6) PASTORAL STAGE

All parties attend a meeting with Dayan Friedman to resolve matter in best possible way.

(7) FINAL STAGE

Matter to be taken up with Independent School team; DfE, Sanctuary Buildings, 20 Great Smith St, London SW1P 3BT resolved

CONCERNS AND COMPLAINTS RECORD

\Rightarrow	Name
\Rightarrow	Date and time of the complaint
\Rightarrow	Is the complaint regarding?
	Service []
	Professionalism []
	• Care []
	Staff member []
\Rightarrow	Nature of the complaint
	·
	·
\Rightarrow	Have you previously discussed your complaint?
,	With whom?
	• Date?
\Rightarrow	Any suggestions or advice you wish to give The Staff?
FOR STAI	FF USE ONLY
\Rightarrow	Action taken in response to the complaint
	· · · · · · · · · · · · · · · · · · ·
\Rightarrow	The outcome of the complaint investigation (for example, ways the service has
	improved).
\Rightarrow	Details of the information and solutions given to the person making the complaint
	(which should have been provided to them within 28 days), including any action taken
	and the date this occurred.