



Zac's Club Ltd

## Complaints Policy and Procedure

### **Aim**

To provide a clear, fair, consistent and compliant complaints policy, and to ensure that any concerns are dealt with promptly and in a professional manner to the satisfaction of all parties. We would hope that there is no cause to make any complaint regarding any of our staff, the policies and procedures, and how we manage the children and activities in the setting. This policy is to clarify how we would deal with any complaint if one were to arise.

1. Complaints are taken extremely seriously by Zac's Club as we wish all parents / carers, staff and children to be extremely satisfied with the service.
2. When a complaint is first raised, the member of staff this is reported to should clarify whether the complainant is raising a concern or a query or wishes to make a formal complaint.
3. It is important that whether a concern, query, or complaint that the matter is discussed in private, and in particular away from the children. Where this is not possible at the time the complaint is made, then an offer of as meeting to discuss the complaint should be made.
4. Staff are reminded that whether a complaint, query or concern, this matter is taken seriously to ensure the details are recorded, matters are investigated and acted upon, and the safety and well-being of the child concerned remains of paramount importance.
5. Where a complaint includes an allegation against a member of staff, then the complaint must be reported to Ofsted, and our LADO, and our safeguarding policy and procedure will also need to be followed to ensure this is investigated and dealt with in the proper manner involving the correct agencies. Please refer to this document.
6. The recordings and actions taken when a complaint, query or concern is made is with the intention of ensuring any mistakes made are not repeated. If any inappropriate behaviour has occurred, it is dealt with properly and professionally including disciplinary procedures if required.
7. Parents/ guardians, and staff should be encouraged to raise complaints concerns, or queries where they wish to do so, and make use of our policy and procedure. Please also refer to our Whistle Blowing Policy.

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8. A copy of our policy is available to parents if they wish to retain one.

### **Recording of a complaint, concern or query**

- Complaints, concerns or queries are sometimes made verbally, via email, or in written form most usually. If a complaint is not made in writing, the details must be recorded by the member of staff who is advised of it.
- A provider complaints form is attached, and a copy can be taken and filled out for each complaint, concern, or query made, ensuring as much detail as possible is recorded, however a written record is sufficient if it includes all of the information required on a complaints form. It is not a requirement to fill out the form as we wish to make it as easy as possible for parents/carers/other parties to be able to make a complaint or raise a concern, and this must not be a barrier to doing so.
- Confidentiality of all parties is of paramount importance, and must be observed at all times. Failure to observe confidentiality may result in disciplinary action.
- Our complaints record may be viewed by Ofsted
- In the event that a complaint has been made directly to Ofsted, and they have referred the complaint to us, then this must be recorded in the same way.
- Our notice board displays the contact details for raising a complaint directly with Ofsted if a parent wishes to do so.

### **Nature of the Complaint**

- Where a complaint relates to one or more welfare requirements of the EYFS, this must be recorded in the complaint record. If this is the case, then consideration must be given to whether the complaint is reportable to other agencies and Ofsted.
- Complaints which do not relate to a welfare requirement must still be recorded, and dealt with in the same manner as Zac's Club takes ALL complaints seriously and wishes to deal with them appropriately
- As much detail as possible should be given by the complainant and the circumstances surrounding it.

### **Dealing with the Complaint.**

- A full investigation of the complaint will be conducted by a suitable senior member of staff, either a member of the management team, or the director of the company where appropriate.
- Details of the complaint are recorded on the complaint form or record, and the outcomes and agreed actions, and details of investigations made are also recorded and attached to the form or record.
- The record should detail who was involved, but ensure that confidentiality is maintained. A separate file note may also be necessary, if we need to speak

to a member of staff regarding their conduct. If it is necessary to take disciplinary action, the procedure in the staff handbook regarding disciplinary action will be followed.

- Any referrals to other agencies as a result of the complaint must be recorded.

### **Actions and Outcomes of complaints made**

- We record details of any actions identified by the investigating team.
- Actions set by any external agency such as Ofsted or social services are also recorded
- Actions taken by any third party or external agency because of the complaint being made, can be recorded subject to the necessary permissions being given to do so.
- Any improvements that can be made to the provision are recorded, and diarised to ensure that they are followed up, and any remedial action taken.
- In the instance of disciplinary proceedings against a member of staff, the circumstances are recorded. Where a member of staff has been dismissed for misconduct, because they placed a child at significant risk or harm, it may be necessary to refer to the individual for inclusion onto the Protection of Children Act (POCA) list. Ofsted provide us with details of how to register this information should we need to do so. We will also take advice from our LADO.
- We will share an account of the findings of the investigation and the actions taken, if any, or we intend to take because of the investigations to parents in the setting if we consider it appropriate to do so, whilst maintaining confidentiality. This will be completed within 28 days of the complaint being raised. This may be done by sharing the complaints form with parents, which does not detail names.

A separate letter will also be sent to the complainant giving further detail of the investigation and the outcomes. Details of how to escalate the complaint to the director of Zac's Club Limited will also be given if they are not entirely happy with the decision. In this instance, further investigations will be made to ensure that the complaint has been dealt with fairly and appropriately, and the correct actions have been taken.

### **Other policies relating to this policy:**

Whistle Blowing Policy

Confidentiality policy

Safeguarding policy

Positive behaviour policy

Staff Handbook – Disciplinary Procedure

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