

CLIFTON MOOR OUT OF SCHOOL CLUB



Complaints policy

3.74 3.75

Statement of intent

The club believes that children and parents are entitled to respect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the club and will give prompt and 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 for dealing with concerns.

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

Methods

To achieve this, we operate the following complaints procedure.

How to complain

See how to complete the complaints book which is kept in lockable filing cabinet.

Stage 1

Any parent who is uneasy about an aspect of the clubs provision first of all talks over, his/her worries and anxieties with the manager or chairperson. (contact number for chair on the notice board)

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the manager and the chairperson. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

The parent requests a meeting with the manager and the chairperson. The parent may have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.

Stage 4

If at the Stage 3 meeting the parent and the club cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. Staff or a representative from York early years department are appropriate persons to be invited to act as mediators.

The mediator keeps all discussion confidential. She/he can hold separate meetings with the manager, chairperson and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the manager and the chairperson is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Complainants should be notified of the outcome within 28 days.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare requirements are met.

Ofsted complaints 03001234666 or for general enquiries on 03001231231

These details are displayed on the clubs notice board.

If a child appears to be at risk, we follow our safe guarding policy.

In these cases, both the parent and the club are informed and the manager works with Ofsted and the local safe guarding board to ensure a proper investigation of the complaint is followed by appropriate action.

Records

A record of complaints against the club and/or the children and/or the adults working at the club is kept, including the date, the circumstances of the complaint and how the complaint was managed. This is kept in the lockable filing cabinet.

Allegations about staff/committee

If an allegation were made about a member of staff, that member of staff would be suspended until further investigations are made.

Amendments are highlighted in **RED** at the last review date.

NO RED means no amendments at review date.

Signed on behalf of CMOOSC byPrint
name.....

Position held.....Date.....next
review dec 26.....