



Complaints Policy

Definition

We aim to provide the highest quality care for all our children and to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their need and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Purpose

To investigate a grievance and to ensure that an outcome is reached.

Procedure

Making Concerns Known

- Any parent who is uneasy about any aspect of the group's provision should first of all talk over any worries with the Play Scheme Manager.
- If this does not have a satisfactory outcome within 14 working days, or if the problem recurs, the complainant should put the complaint in writing. The complaint will be fully investigated and a written response will be provided within 28 working days of receipt.
- If the matter is not resolved to the complainant's satisfaction, they should again contact the chairperson in writing, outlining their continued concerns. This will be further investigated and a response provided within a further 28 working days and a meeting may also be arranged.
- If complainant and group cannot reach agreement, an external mediator may be invited, who is acceptable to both parties. A mediator has no legal power but may be helpful in clarifying the situation.
- In complaints of a more serious nature or where the complaint cannot be resolved using the previously described process, either the complainant or the group may contact Ofsted.(see address below.)

A record of all complaints will be held within OSCARS together with actions and outcomes. This record will be available to be viewed by parents/carers at any time.

Notification of all complaints received will be displayed within OSCARS on a monthly basis.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the play scheme and parents that complaints should be taken seriously and be dealt with fairly and in a way which respects confidentiality.

OFSTED Complaints Line

The National Business Unit
Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel 0300 123 1231

Date first adopted by OSCARS management committee	01.03.2007
Date of latest review	23.02.2015
Review signed on behalf of OSCARS	C. Mumby
Position	Chairperson