

D.P.S

Out of School Club

**Complaints
Policy**

COMPLAINTS POLICY

Principle

DPS Out of School Club is committed to providing the highest quality of Care, Learning and Development to the children who attend our services. We are committed to ensure any issues or problems are resolved quickly and to the satisfaction of all concerned. Raising complaints provides DPS Out of School Club with an opportunity to improve our services and quality of provision.

Policy Statement of Intent

At DPS Out of School Club we value good home/school relations and will therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned. The setting intends to work in partnership with parents/carers to meet their needs and the needs of their children and welcomes comments/suggestions on how to improve the club. If for any reason you are not happy about what we provide, or an aspect of it, this is the way for you to make that known and this is how we will listen and respond.

Procedure

Compliments and Comments

Parents are encouraged to place comments including compliments and suggestions for improvement in the comments folder which is located on the parent information board outside the room. All compliments and comments are shared with staff and the management team on a regular basis. We seek the views of parents/carers on a regular basis through questionnaires and informal chats. Children also have the opportunity to share their ideas and suggestions through regular children's meeting and informal chats.

Dealing with Concerns

A concern is an **informal complaint** that can be discussed with any member of staff on an informal basis in person or by telephone.

If there is an occasion where you are not satisfied with the service we provide, you do have the right to complain. We would encourage you to seek to resolve the issues informally with the relevant staff e.g., face to face discussion. Staff will treat all concerns seriously, listen, note the concern and record the outcome of the discussion.

In the unlikely event that an agreement or compromise is not reached or if the complaint is sufficiently serious, you will be advised to follow the complaints procedure.

Leader/Manager will be informed at this stage and relevant information passed on.

Exemptions

- Anonymous complaints, these will be recorded but not usually investigated.
- Complaints where another policy or procedure is more applicable e.g. grievance, safeguarding.

Dealing with Complaints

A complaint is something that is unsatisfactory or unacceptable.

A complaint can be made by a parent/carer/guardian, member of the public or a member of staff.

All complaints will be investigated openly and objectively.

If you wish to make a formal complaint you can do so by:

- completing a complaints form (Appendix 1)
- email dungannoncampusdaycare@yahoo.co.uk
- complain verbally but this will have to be confirmed in writing within 5 working days
- Point of contact- Registered Person (David Thompson)

If assistance is required with the completion or submission of a complaint please speak to the Leader or Deputy Leader.

Formal Stage 1

- If an issue is not resolved or reoccurs, the complainant should put their complaint in writing to the leader in charge no later than 10 days from the issue arising or reoccurring.
- An acknowledgement letter will be sent to the complainant within 5 working days from receipt of written complaint.
- If further information is required to progress with the complaint, a letter will be issued to the complainant. This information should be returned within 10 working days of receipt.
- Upon completion of the investigation, a written response will be issued to the complainant, this will be within 20 days from the date the acknowledge letter was issued. At this stage a meeting may be offered to explain how the investigation was carried out and how decisions were reached.
- A signed record of the complaint, outcome and whether the complainant is satisfied with the outcome will be retained.
- The decisions made at the end of formal stage one is final, the only exception is if a full and fair investigation was not carried out, then complainants may refer the matter to the Chair of the Management Committee (Mr David Thompson) within 10 days of receipt of the written response.

Appeals Procedure

Formal Stage 2

- At this stage the Management Committee panel will review how the complaint was investigated and determine whether this has been conducted fairly.
- A panel meeting will be convened within 20days, the complainant and the leader will be informed of date, time and place.
- The panel will be made up of 3 members of the Management Committee who have had no previous involvement or knowledge of the investigation/complaint.
- Consideration given to the way the complaint has been investigated and handled. It will not rehear the case.
- A decision will be made and communicated to the complainant/s and leader within 3 working days.

Further Appeal

- If the complainant remains dissatisfied after Formal stage 2 he/she has the right to contact the Trust's Early Years Team to pursue their complaint.

The Trust's Early Years Team Contact details: 02837564020

All information from complaints will be used to improve the quality of the service provided by DPS Out of School Club .

Monitoring

This policy will be reviewed annually by the management team to ensure it remains fit for purpose.

This policy was adopted by DPS Out of School Club management team.

Signed: J. Thompson
(on behalf of the management team)

Position: Chairperson

Date: September 2019

Reviewed on:

Date: 26/8/20 Signed: J. Thompson

Date: Signed:

Date: Signed:

COMPLAINTS FORM

Name:	Address:
Contact Number:	
Your relationship to the club e.g, parent, carer, member of public, student, staff:	
Please give details of your complaint: Please ensure that all details are provided, including (if relevant) date, time and place of event: names of those involved. You may attach additional sheets if necessary.	
Have you attempted to resolve this issue informally? Yes/No If yes, please summarize any action taken to resolve your issue/s to date.	

What actions do you feel might resolve the problem at this stage?

I understand that a copy of this form may be provided to a member of staff if they are the subject of the issue.

Signed: _____ Date: _____

If you require assistance with making a complaint, please contact the Leader or Deputy Leader.

Every effort will be made to ensure confidentiality, consistent with a full investigation of the issue.

Official Use:

Date of acknowledgment: _____

By whom: _____

Complaint referred to: _____

Date: _____