



High Five Club

Complaints Policy

Date of Policy Creation/Last Review	February 2023
Policy Lead	Emily Russell/Stacie Magnier
Date of Policy Adoption by Governing Body	March 2023
Frequency of Review	Annually
Review Due	February 2024
Policy Category	Wraparound Care

At the High Five Club we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We aim to ensure that parents and carers are happy with the service we provide.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have following our complaints procedure laid out below. All concerns are dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the club. Where any concern or complaint relates to child protection, we follow our Safeguarding and Child Protection Policy.

Complaints Procedure

Stage 1

If any parent should have raised a concern regarding the care or provided by the club, they should in the first instance take it up with the child's key person (EYFS) or a senior member of staff.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Deputy Nursery Manager who will acknowledge response within 5 working days. The Deputy Nursery Manager and Assistant Headteacher will then investigate the complaint and report back to the parent within **28 days**. A recorded document of the complaint will be recorded including the actions taken in relation to it.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the school will hold a formal meeting between the Deputy Nursery Manager, parent and a member of the senior leadership team to ensure that it is dealt with comprehensively. A record of the meeting and any actions taken will be made. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted are the registering authority for schools and providers and they will assess all complaints made and may visit the club to carry out a full inspection where it believes requirements are not met.

The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response. These records will be kept following the procedures in our Data Protection Policy.

Contact details for Ofsted:

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By post:

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