



## **HA4K Complaints Policy**

At HA4K we aim to work in partnership with parents and carers to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is always displayed on the premises and there is a copy of this policy on our website. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint should be regarding the manager, the registered person or senior member of staff will investigate the matter. Any complaints received about staff members will be dealt with in the following manner:

### **Stage one**

Complaints about aspects of club activity:

. The manager will discuss the matter informally with parents or carers concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

. If appropriate the parent will be encouraged to discuss the matter with staff concerned.

. If parents feel that it is not appropriate, the matter will be discussed with the manager, who will discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussions, the parent or carer should put their complaint in writing to the manager.

The manager will:

. Acknowledge receipt of the letter within 7 days.

. Investigate the matter and notify the complainants of the outcome within 28 days.

. Send a full response in writing, to all relevant parties, including details of any

recommended changes to be made to the club's practices or policies as a result of the complaint.

. Meet relevant parties to discuss the club's response to the complaint, either together or on an individual basis.

If a child protection issue is raised, the manager will refer the situation to the club's child protection officer who will contact the Local Authority Designated Officer (LADO) and follow the procedures of the club's **Safeguarding policy**. If a criminal act may have been committed, the manager will contact the police.

**Making a complaint to Ofsted:**

Any parent or carer can submit a complaint to Ofsted about HA4K+ at any time. Ofsted will consider and investigate all complaints.

**Ofsted parents' complaints line is 0300 123 1231**

**Ofsted National Business Unit,  
Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD**

This policy was adopted by HA4K

Date: 20<sup>th</sup> August 2024

To be reviewed: August 2025

Signed: Nathan Kirk  
Dan Connolly