



Complaints Policy and Procedure

AIM OF THIS POLICY

KIDZ HUB recognises that parents may have complaints or suggestions regarding the operation of the KIDZ HUB and that there should be a defined and published procedure for the making of, investigation, discussion and responding to any complaint.

POLICY

Any complaints made to the KIDZ HUB are dealt with in a defined three stages process, that enables any issue to be investigated and an appropriately response provided. KIDZ HUB will provide the Ofsted contact details to enable parents to contact or complain to Ofsted direct.

PROCEDURES

1. Suggestions and Comments

- The KIDZ HUB Directors welcome suggestions and comments from parents that will help improve the performance of KIDZ HUB and enhance the safeguarding, welfare, and wellbeing of the children attending.

2. Concerns

- The majority of parents concerns, or complaints can be dealt with informally by a brief discussion between the parent and the member of staff most directly involved or available at that time.
- If a parent's concern is about an individual member of staff or volunteer, then the Play Manager or Deputy should be involved in the discussion.
- KIDZ HUB staff are encouraged to be responsive to comments, suggestions, and concerns from parents, and to pass on any issues that warrant consideration by the Play Manager and KIDZ HUB Directors.



- The formal stages of the complaints procedure only become necessary if matters cannot be resolved to the parent's satisfaction at the informal concerns stage.

3. Defined Complaints Process

- KIDZ HUB follows a defined procedure for dealing with complaints, which is based on the following 3 steps: -
 1. Informally discussion of concerns with staff or Play Manager at the time of the concern.
 2. Meeting with Play Manager to formally discuss complaint
 - Play Manager and parent will arrange a meeting within one week of the complaint being raised.
 - The Play Manager will investigate the complaint and may if appropriate involve the Child Protection Officer.
 - At the meeting, the Play Manager will discuss with the parent the complaint and see if an agreement can be reached to resolve the complaint or establish and plan a way forward regarding the issue.
 - The Play Manager will provide a written response within 1 week.
 - If the complaint cannot be resolved with the Play Manager, they will be provided with the information required to write to the KIDZ HUB Directors.
 3. Write to KIDZ HUB Directors for the complaint to be considered by all the KIDZ HUB Directors.
 - The Directors will make arrangements to meet and hear complaint within 1 week
 - Written response will be provided within 28 days of meeting.
- If not satisfied with KIDZ HUB Directors response complaint may contact Ofsted and the KIDZ HUB will provide Ofsted contact details.

4. Complaints Notice

- The KIDZ HUB will display on the parents notice board details of the complaints process.
- The notice board will also provide details of how parents can contact Ofsted directly.

5. Complaints Records

- KIDZ HUB will maintain a record of every complaint using the KIDZ HUB Complaint Procedure Log and indicating:
 - Source of complaint and date
 - Name of person making complaint
 - Detailed nature of complaint
 - Date and time of event that is subject of complaint
 - How the complaint was dealt with, and internal investigations made
 - Action taken in response to complaint
 - Outcome of investigation, measures taken to improve service
 - Details of information and findings given to person making complaint
 - Date response provided which must be within 28 days
- KIDZ HUB will maintain with the complaint record any other relevant information and documentation.
- KIDZ HUB will retain complaint records and related information 3 years from the date the response was provided.

6. Support to KIDZ HUB Staff and Volunteers

- If informal complaints or concerns are made against staff or volunteers, which do not involve formal disciplinary issues, they will be entitled to support from the Play Manager.
- If a parent formalises the complaint the Play Manager will meet with the member of staff or volunteer to obtain their views.
- The KIDZ HUB member of staff or volunteer will be informed of the actions agreed with the parent.
- The KIDZ HUB member of staff or volunteer will be informed if the complaint is going to be put to Ofsted. If members of staff wish to make a complaint themselves, this should be done in accordance with the staff grievance procedure.



7. Information for Ofsted

- If a complaint is made direct to Ofsted the KIDZ HUB will provide Ofsted with any information requested and report on any investigations required.
- If required and when requested by Ofsted the KIDZ HUB will provide a summary of complaints received during the previous 3 years, using the Ofsted Provider Complaints Record which excludes the name of complainant and child.
- KIDZ HUB when requested by Ofsted will provide all information on all complaints.
- KIDZ HUB if requested by a parent, except for Child Protection issues that cannot be disclosed, will provide a copy of the complaint record, documentation and information relating to them, that was provided to Ofsted.

8. Complaints Documentation

- The KIDZ HUB will keep all complaint information and documentation confidential and held for 3 years in a locked KIDZ HUB cabinet or office.

ROLES AND RESPONSIBILITIES

- The Roles and Responsibilities for this Policy and Procedure are stated in the Introduction at the front of the KIDZ HUB Handbook.

REVIEW AND APPROVAL

- The Review and Approval of this Policy and Procedure is stated in the Introduction at the front of the KIDZ HUB Handbook.