

## **Complaints Process for Children and Parent / Carers.**

Children and parent/carers are always encouraged to tell a Senior Play worker if they have a complaint or problem. All complaints will be investigated. In most instances the problem should be, and usually can be sorted out at that time by the Senior Play Worker. If the complaint cannot be resolved immediately, action will be taken as follows:

- The Complainant should be asked to put their complaint in writing.
- The Senior Play Worker is required to make a written report of any action taken.
- The Senior Play Worker will inform the Employee Liaison Committee member as soon as possible.
- If the Employee Liaison Committee member cannot resolve the complaint the Complainant should be informed in writing as soon as possible.
- The complaint will then be taken to the Voluntary Management Committee to be discussed further.
- The Voluntary Management Committee will then make a decision and a course of action to be taken.
- If necessary a meeting may be arranged between the conflicting parties to try and resolve the matter.
- Both parties to be kept informed of any ongoing action in the unlikely event of the complaint not being resolved.
- In cases of confidentiality information will only be shared on a need to know basis with people involved or with any child protection issues.

Staff, committee and parent/carers review complaints policy annually

The Base follows child protection procedures and guidelines, which are put forward by Ofsted when investigating a complaint. All complaints made by parent/carers will be investigated whether they are in writing or in electronic form where these relate to one or more of the national standards. We will provide parent /carers who made the complaint with an account of any findings and any action taken within 28 days. All complaints and any action taken and the outcome of any investigations are recorded and all parent/carers have access to

the complaints file. Should issues of data protection be involved in any complaint these files will be stored in a secure locked cabinet all information regarding complaints will be kept on file visibly for 2 years thereafter will be available on request for a further 8 years. Each complaint will be allocated a reference number for administration purposes. This will then create a 'paper trail' should the need arise for any such duplicate records of complaints. Each party has a right to appeal against the decision and must do so in writing within fourteen days. All policies and procedures can be viewed by Parents and Carers on asking. Staff are made aware of all policies and procedures at induction before commencing employment at The Base. When changes to policies and procedures takes place staff and Voluntary Committee members are made aware and asked to sign a document to acknowledge that they have read and understood any such changes.

**Complaints Process for Staff employees at The Base**

If an employee has a complaint or problem they must inform the Senior Play worker or a member of the Committee in the first instance, and then the club Grievance procedure will be followed.

**Signed \_\_\_\_\_ (Manager) \_\_\_\_\_ (Date)**

**Signed \_\_\_\_\_ (Chairperson) \_\_\_\_\_ (Date)**