

# Pioneer Childcare

## Complaints Policy

At Pioneer Childcare we aim to work in partnership with parents/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 so that we may amend our practices for the future. Our complaints policy will always be displayed at each of our clubs. Records of all complaints will be retained for a period of at least five years. A summary of complaints is available for parents on request.

The Club Manager will generally be responsible for dealing with complaints. If the complaint is about the manager, another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident Form** and a **Complaints Log** will be completed. These records will be kept for 5 years and will also include the details of the outcome of any investigation.

Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of the club's activity:

- The manager will discuss the matter informally with the parent/carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent/carer will be encouraged to discuss the matter with the staff member concerned with the manager present.
- If the Club Manager feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is not possible to reach a satisfactory resolution to the complaint through informal discussion, the parent/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 complainant 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 child protection issues are raised, the manager will refer the situation to the Designated Safeguarding Lead, who will then contact Social Care and follow the procedures of the **Safeguarding Children 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 Pioneer Childcare at any time. Ofsted will consider and investigate all complaints and complaints will be made available to Ofsted Inspectors during inspection. Ofsted's address is *Ofsted, Clive House, 70 Petty France, London, SW1H*.

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

Email: enquiries@ofsted.gov.uk

### Related Policies: Safeguarding Children Policy

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 <sup>th</sup> January 2025
To be reviewed: 24 <sup>th</sup> January 2026	Signed: <i>J. Wilkins</i>

Written in accordance with the EYFS welfare requirement: *Safeguarding and promoting children's welfare.*