

## Complaints procedure

### **Statement of intent**

Funzone believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the club and will give prompt and serious attention to any concerns about the way that we run. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of Funzone to a satisfactory conclusion for all of the parties involved.

### **Methods**

To achieve this, we operate the following complaints procedure.

### *How to complain*

#### Stage 1

- Any parent who is uneasy about an aspect of Funzone's provision talks over, first of all, his/her worries and anxieties with the Funzone Club Manager

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Funzone Manager or the club owner Mandy Lawler. At this point the complaint is recorded on a Funzone complaint record and filed in the complaints folder (see attached complaints record).
- Funzone has a duty to investigate all complaints made in writing or electronic form where these relate to the welfare requirements of the EYFS. Funzone will provide the parent who made the complaint with an account of the findings and of any action taken within 28 days of the complaint being received by the club.
- Most complaints should be able to be resolved informally at Stage1 or at Stage2.

#### Stage 3

- The parent requests a meeting with the Funzone Club Manager and/or the club owner Mandy Lawler. Both the parties should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

#### Stage 4

- If at the Stage 3 meeting the parent and Funzone cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

- Staff from Worcestershire Early Years team are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with Funzone personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Funzone club manager and the Funzone owner takes place. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of Ofsted and the Area Child Protection Committee.**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare requirements of the EYFS are adhered to.

The address for complaints to Ofsted is;

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone number for complaints and enforcement; 0300 123 4666.

These details are displayed on the Funzone notice board.

If a child appears to be at risk, Funzone follows the guidance of the publication 'Your role and responsibility in Child Protection/Safeguarding Children'.

In these cases, both the parent and Funzone are informed and the club supervisor works with Ofsted or the Worcestershire Safeguarding Board to ensure a proper investigation of the complaint followed by appropriate action.

#### **Records**

A record of complaints against Funzone and/or the children and/or the adults working at the out of school club is kept, including the date, the circumstances of the complaint and how the complaint was managed in the Funzone complaints folder.

This policy was reviewed on 2<sup>nd</sup> September 2024