Funzone

# 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.
* Funzone will then acknowledge receipt of the letter within 7 days.
* 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 the matter, including how it relates to our fulfilment of our statutory duties under the EYFS and will notify the complainant of the outcome within 28 days of the complaint.
* Funzone will send a full response if 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, if applcable.
* Funzone will meet with relevant parties to discuss the Club’s response to the complaint, either together or on an individual basis.
* Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

If a child protection or wider safeguarding issues are raised, the manager will refer the situation to the Clunb’s Designated Senior Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO)and follow the procedures of Worcestershire Area Safeguarding Children Policy. If a criminal act may havebeen committed, the manager will contact the police.

.

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.

Telephone number for complaints and enforcement; 0300 123 4666.

Ofsted’s email address is enquiries@ofsted.gov.uk

These details are displayed on the Funzone notice board.

## 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 12th September 2025

Written in accordance with the *Statutory framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare requirements: Complaints [3.98 - 3.99]*