



## Lord Scudamore Kids Club

# Information and Complaints Policy

April 2019

Lord Scudamore Kids Club aims to provide the highest quality education and care for all of its children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our group at any time.

**MAKING CONCERNS KNOWN.**

- A parent who is uneasy about any aspect of the groups provision is initially encouraged to talk over any worries and anxieties with a Manager.
- If this does not have a satisfactory outcome or if the problem recurs, the parent should voice their concerns to the Executive Manager.
- MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY AT THIS INITIAL STAGE.
- If the matter is still not resolved to the parent’s satisfaction, the parent should again contact the Executive Manager who will initiate a formal investigation into the complaint, and the parent asked to submit the complaint in writing.
- A meeting will be held between the Management and Directors of the company to discuss the concern and an agreed written record made. The parent will be invited to the meeting.
- If the complaint cannot be resolved by Kids Club advice will be sought from the Head Teachers or Ofsted. Contact details for Ofsted are displayed on the notice board.
- Copies of complaints will be kept on file in the Complaints Log and shown, maintaining confidentiality, to parents on request. Copies will be given to other involved parties as necessary.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of Kids Club and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

**Complaint Record**

**Log no;** .....

**Name;** .....

**Date;** .....

Comments:	
Nature of complaint:	
Reported to; .....	
Signed (complainant).....	Date; .....
Signed (complainant).....	Date:.....
Signed (Kids Club) .....	Date; .....
Signed (Kids Club).....	Date:.....
<b>Action Required:</b>	
<b>Further Action Required:</b>	
Signed (complainant).....	Date; .....
Signed (Kids Club).....	Date; .....
Action Completed:	
Signed (complainant).....	Date:.....
Signed (Kids Club).....	Date:.....
Final Outcome:	
Signed (complainant).....	Date:.....
Signed (Kids Club) <input type="checkbox"/> .....	Date <input type="checkbox"/> .....
<b>Satisfactory</b>	<b>Unsatisfactory</b>
<b>Further Action</b>	
Signed (complainant).....	Date; .....
Signed (Kids Club) .....	Date; .....