



Future Leaders Club

Complaints Policy

At Future Leaders Club, we strive to collaborate with parents in providing a high-quality childcare service for all. In instances where our standards fall short, we encourage feedback to enhance our practices going forward. Our complaints policy is prominently displayed on the premises at all times, and records of all complaints are maintained for a minimum of three years. A summary of complaints can be made available to parents upon request.

Complaints are generally handled by the manager. Should the complaint pertain to the manager, the registered person or another senior staff member will undertake the investigation. Complaints regarding staff members are documented in an **Incident log**, and a **Complaints log** is completed. The process for addressing complaints is as follows:

Stage One

Complaints about aspects of Club activity:

- The manager will engage in informal discussions with the concerned parent or carer to achieve a satisfactory resolution.

Complaints about an individual staff member:

- Where appropriate, the parent will be encouraged to discuss the issue directly with the staff member involved.
- If direct discussion is deemed unsuitable, the matter will be addressed by the manager, who will subsequently discuss the complaint with the staff member to reach a satisfactory resolution.

Stage Two

Should informal discussions not yield a satisfactory outcome, the parent or carer is asked to submit their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the written complaint within 7 days.
- Investigate the complaint and inform the complainant of the outcome within 28 days.
- Provide a comprehensive written response to all relevant parties, including any recommended amendments to the Club's practices or policies resulting from the complaint.
- Convene meetings with relevant parties to discuss the Club's response to the complaint, either collectively or individually.

In cases involving child protection concerns, the manager will refer the situation to the Club's Child Protection Officer, who will liaise with the Local Authority Designated Officer (LADO) and adhere to the procedures outlined in the **Safeguarding Children Policy**. In the event of potential criminal activity, the manager will contact the police.

Submitting a Complaint to Ofsted

Parents or carers may submit a complaint to Ofsted concerning Future Leaders Club at any time. Ofsted will consider and investigate all complaints. The contact information for Ofsted is:

Address:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD



Telephone:

0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

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| This policy was adopted by: <u>Future Leaders Club</u> | Date: May 2025 |
| To be reviewed: May 2026 | Signed: Dr Edwin T Mutambanengwe, Club Manager |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.75-3.76]*.