

# Complaints Policy

At The Kidz Lounge we aim to work in close partnership with parents and carers to provide a high-quality, safe and inclusive childcare service for all children attending our setting. We value feedback from parents, carers and families and recognise that concerns or complaints can help us to improve the quality of our provision and practice.

We are committed to dealing with concerns and complaints fairly, professionally, sensitively and promptly. We believe that most concerns can usually be resolved quickly through open communication and positive working relationships.

Our Complaints Policy is available to parents and carers at all times within the setting and on request. Records of all formal complaints will be retained for a minimum of three years in accordance with EYFS requirements. A summary of complaints relating to the requirements of the Early Years Foundation Stage (EYFS) and their outcomes is available to parents and carers upon request.

The Manager is usually responsible for managing complaints. If the complaint relates to the Manager, the Registered Person or another senior member of staff will investigate the matter instead.

Any complaints received regarding staff conduct, safeguarding, welfare or practice will be recorded appropriately using the Club's Incident Log and Complaints Log where necessary.

## **Our commitment**

The Kidz Lounge will:

- Listen to concerns respectfully and without prejudice
- Take all complaints seriously
- Investigate concerns fairly and confidentially
- Keep parents informed throughout the process
- Work towards a satisfactory resolution wherever possible
- Use complaints as an opportunity to reflect and improve practice
- Ensure no child or family is treated unfairly as a result of making a complaint

## **Stage One – Informal complaints**

### **Complaints about aspects of Club activity**

Many concerns can be resolved quickly through informal discussion. Parents or carers are encouraged to speak directly to the Manager or a senior member of staff as soon as possible if they have any worries or concerns regarding:

- Daily routines or activities
- Communication
- Behaviour management

- Food or snacks
- Staffing
- Club procedures
- General standards of care

The Manager will discuss the matter sensitively and professionally with the parent or carer concerned and will aim to reach a satisfactory resolution promptly.

### **Complaints about an individual staff member**

If the complaint relates to a member of staff:

- Where appropriate, the parent or carer may be encouraged to discuss the matter directly with the staff member involved in order to resolve misunderstandings quickly and informally.
- If this is not appropriate, or if the parent feels uncomfortable doing so, the matter should be discussed with the Manager.
- The Manager will investigate the concern, speak with the staff member involved and work towards a fair and satisfactory resolution.

Where necessary, management may monitor practice, provide additional support or guidance, or take further action in line with Club policies and procedures.

### **Stage Two – Formal complaints**

If it is not possible to resolve the concern informally, the parent or carer should put the complaint in writing to the Manager.

The written complaint should include:

- The nature of the complaint
- Relevant dates and times
- Names of individuals involved where appropriate
- Any actions already taken
- The outcome being sought

Upon receiving a formal complaint, the Manager will:

- Acknowledge receipt of the complaint within 7 working days
- Conduct a full and fair investigation into the matter
- Speak with all relevant parties
- Review any relevant records, policies or procedures
- Keep accurate records of the investigation and findings
- Notify the complainant of the outcome within 28 days

A written response will be provided outlining:

- The findings of the investigation
- Any actions taken
- Any recommendations or changes to Club procedures or practice
- Any further steps where appropriate

Where necessary, meetings may be arranged with relevant parties to discuss the complaint and the outcome either together or separately.

All formal complaints and outcomes will be recorded in the Complaints Log.

### **Safeguarding and child protection concerns**

If a complaint raises concerns relating to safeguarding or child protection, the matter will immediately be referred to the Club's Designated Safeguarding Lead (DSL).

The Club will follow the procedures outlined in the Safeguarding Policy and may contact:

- The Local Authority Designated Officer (LADO)
- Children's Social Care
- The police
- Ofsted

Where a child may be at risk of harm, the welfare of the child will always take priority over confidentiality.

### **Confidentiality**

All complaints will be treated seriously and handled with sensitivity and confidentiality. Information regarding complaints will only be shared with those who need to know in order to investigate and resolve the matter appropriately.

Complaint records will be stored securely in accordance with data protection requirements.

### **Aggressive or unreasonable behaviour**

The Kidz Lounge expects all concerns and complaints to be raised respectfully. Aggressive, abusive, threatening or intimidating behaviour towards staff, children, parents or visitors will not be tolerated.

Where necessary, the Club will take action in line with the Aggressive Behaviour Policy and may end meetings, request communication in writing only, or involve external agencies if required.

### **Complaints to Ofsted**

Parents and carers have the right to contact Ofsted directly at any time regarding concerns about the childcare provision.

### **Ofsted contact details**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone:

- 0300 123 1231 (General enquiries)
- 0300 123 4666 (Complaints)

Website: [Ofsted](https://www.ofsted.gov.uk)

Ofsted Registration Number: **2695275**

### **Related policies**

Please also refer to:

- Safeguarding Policy
- Aggressive Behaviour Policy
- Equalities Policy
- Behaviour Management Policy
- Suspensions and Exclusions Policy

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**Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021):  
Safeguarding and Welfare Requirements – Information and Records [3.68–3.75], Managing  
Behaviour [3.50–3.52] and Child Protection [3.7].**