



# Funtastic Club Policies & Procedures

Number 07

Complaints Procedure

## Complaints Procedure

### **Statement of intent**



At Funtastic Club we aim to provide the highest quality care for all our children. We welcome each Individual child and family and provide a warm and caring environment within which the children can feel safe and secure.

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 generally 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 group's provision should first of all talk over any worries and anxieties with the Manager. The Manager will record the complaint on the Clubs Complaint Form. The Parent will be shown the logged complaint.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem reoccurs, the parent should put the concerns or complaint in writing and request a meeting with the Manager and the Club Organiser.
- The parents can have a friend or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally at this initial stage

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Club Organiser.
- If parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

### The role of the registering authority

In some circumstances, it will be necessary to contact OFSTED and their Inspector, who have a duty to ensure laid down requirements are adhered to and with whom Funtastic Club works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible

breach of registration requirements. In these cases the parent would be informed and the Manager and Club Organiser would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.



## Complaints Procedure

### **Ofsted contact address:**

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 the club and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

### **Enquiries**

You can contact OFSTED in several different ways. Contact details are below. If you want to contact ofsted to make a complaint or you have a concern about any service Ofsted inspects or regulates go to the page [How to complain](#).

If you want to contact Ofsted to report concerns about practices and procedures for the safeguarding of children and young people in local authority services go to the page [Whistleblower hotline](#)

### **By email**

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### **By online form**

You can send Ofsted your question or comments via our [Contact form](#).

### **By telephone**

Registered providers of Early Years and Social Care settings will require their Unique Reference Number as well as their home post code and date of birth. Please ensure you have this information before calling.

The Funtastic Club unique reference numbers are:

Infant Club number EY340878  
Junior Club number EY422707  
Burton Club number EY473071  
St Joseph number EY2529004



## Complaints Procedure

### **Ofsted contact address continue:**

The following helplines are open from 8.00am to 6.45pm, Monday to Friday:

general helpline **0300 123 1231**

about education or adult skills **0300 123 4234**

prefix for Typetalk **18001**

for textphone/Minicom users **0161 618 8524**

### **By post**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Assessors Name	Updated on	Reviewed on	Signature
Regine Natchoo	September 17	September 18	R.Natchoo
Regine Natchoo	September 18	September 19	R.Natchoo
Regine Natchoo	September 19	September 20	R.Natchoo