Complaints Policy

At Wild @ Art we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on our website. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The company director is usually responsible for dealing with complaints. If the complaint is about the manager, the administrator will investigate the matter. Any complaints received about staff members will be recorded in a complaints file. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The company director will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the company director, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the company director. The company director will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in 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.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the company director will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the company director will contact the police.

This policy was adopted by: Wild @ art	Date: 14/08/24
To be reviewed: 14/08/25	Signed: Victoria Scott

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2023): Safeguarding and Welfare Requirements: Complaints [3.75-3.76].*