



Ofsted Complaints Policy

Sport4Kids Holiday Camp aims to provide the highest quality care for all our 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 generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

How to Complain:

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 Sport4Kids Holiday Camp leader.

If this does not have a satisfactory outcome within a reasonable time, or if the problem recurs, the parent should put the concerns or complaint in writing to Sport4Kids Holiday Camp Manager.

Written complaints are to be replied to within 28 days of receipt.

The next stage is to request a meeting with the Sport4Kids Holiday Camp leader and Manager. Both parents and the Leader should 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 or at this initial stage.

If the matter is still not resolved to the parent's satisfaction, the parent should again contact the Manager. At this point, if parent and group cannot reach an 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 help define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or other members of Sport4kids Holiday Camp will be available to act as mediator if both parties wish it.

The mediator will keep all discussion confidential. They will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice they have given.

The involvement of a mediator represents the final stage in the complaints procedure.

Ofsted may need to become involved – complaints number **0300 123 4666**.

Staff must complete 'Provider Complaints Record' form located in the complaints folder and follow the procedure laid down in the 'Provider Complaints Record' form.

In some circumstances, it will be necessary to bring in the appropriate body, which has a duty to ensure laid down requirements are adhered to and with whom Sport4kids Holiday Camp works in partnership to encourage high standards. The appropriate 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 both parent and

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Sport4kids Holiday camp would be informed and Sport4kids Holiday camp would work with the appropriate body to ensure a proper investigation of the complaint followed by appropriate action.

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 Sport4kids Holiday Camp and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted by: Sport4Kids	Date: 01/07/2019
To be reviewed: 01/07/2022	Signed: <i>Marie Willoughby</i>