



COMPLAINTS POLICY

At the Notre Dame Primary After School Club we aim to work in partnership with parents to deliver a high-quality childcare service. If for any reason we fall short, we encourage service users to inform the Management Team so that we can amend our practice and continue to update and improve our service.

We hope that the majority of issues and problems will be settled quickly through constructive and informal discussion. However, we recognise the need for a formal procedure designed to meet those circumstances where issues cannot be resolved by these means.

Users of our Service should be able to air any grievance effectively and in confidence and without fear of victimisation or repercussions.

In order to help us achieve this the Afty will:

- Promote an environment of mutual respect, trust and open communication
- Treat everyone equally and fairly and listen to the service user
- Provide opportunities for everyone to be consulted and to value the opinions expressed
- Train staff in the handling of complaints
- Promote the Complaints Procedure with users
- Record all complaints whether informally or formally made
- Provide a private area or arrange a suitable time for service users to discuss matters with staff in confidence.

A nominated member of the Steering Group will be responsible for investigating and dealing with complaints, with assistance from the manager. If the complaint is about the manager, a member of the Steering Group will investigate the matter independently. Any complaints received about staff members will be recorded in an Incident log and a Complaints log will be completed.

Any complaints made will be dealt with in the following manner:

Stage 1

Complaints about aspects of the service:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution by exploring ways of correcting and improving the service or rectifying a specific situation.

Complaints about an individual staff member:

- If a service user has concerns regarding the performance or conduct of an individual member of staff, they should contact the manager in the first instance who will then inform the Steering Group. The Steering Group will discuss and offer advice and support to the manager. The manager will meet with the member of staff to inform them of the complaint and attempt to establish the underlying cause of complaint.
- The manager and the member of staff will put together a written plan to resolve the issue. This could include: specific training, supervised contact for a period of time, removal of the member of staff or child from certain locations or situations, general monitoring of the interaction between the child and the member of staff. Details of the plan maybe disclosed to the service user. Regular follow-up or progress meetings with the member of staff should be held and the service user informed of any progress or alternative plans to remedy the situation.

Stage 2

If all parties are unable to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager and the Steering Group.

The Notre Dame Primary After School Club 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 Afty's policies and procedures as a result of the complaint.
- Meet relevant parties to discuss the Afty's response to the complaint, either together or on an individual basis.

Any changes to the service must be approved by the Steering Group. Relevant policies, procedures and risk assessments will be reviewed by the Steering Group and any changes communicated to the staff.

If child protection issues are raised, the manager will refer the situation to the Child Protection Officer, who will follow the procedures of the Child Protection Policy.

If a criminal act may have been committed, the manager will contact the police.

SERVICE USER'S COMPLAINT PROCEDURE

