

Complaints Policy

Aim:

- At **Venture Kids** 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 always displayed on the premises. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

Procedure:

- The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the deputy manager or other senior member of staff will investigate the matter.
- Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed.
- Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager 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 manager, 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 manager. The manager 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 Club's Child Protection Officer will then contact the Health and Social Care Trust and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Health and Social Care Trust

- Any parent or carer can submit a complaint to Belfast Trust Early Years team about **Venture Kids** at any time. Early Years will consider and investigate all complaints.

Early Years contact details:

**Everton Complex
585-587 Crumlin road
Belfast BT14 7GB**

Telephone: 0289504 2811

Reviewed by: Siobhan McIlwaine	Date: 9/7/20
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