Complaints Procedure

Malvern Special Families offers a warm welcome to all children and families. We work in partnership with parents/carers to provide a safe, caring environment, where all children can learn and develop as they play.

Parents, carers, and children are entitled to expect prompt attention to their concerns and complaints.

We are continually looking to improve our service and welcome feedback from parents, carers, children and staff, as an opportunity to learn. From time-to-time questionnaires and surveys will be circulated in order to monitor the quality of services.

This policy constitutes Malvern Special Families complaints procedure and will be displayed at each setting.

MAKING CONCERNS KNOWN

If you are dissatisfied with any aspect of the club's provision or activity, please talk the matter over with the Playleader in the first instance. Hopefully this will lead to a mutually agreeable conclusion. You can also-

- Request a meeting with the playleader
- Have a written record of the discussion

Most problems should be resolved informally at this initial stage.
If you are not satisfied with the outcome, or if it is not appropriate to discuss your concern with the Playleader, please talk to the Service Manager, **Caroline Conein**, who will try to resolve the problem.

MAKING A COMPLAINT

If informal discussions of a problem have not produced a satisfactory solution to the situation, you should put your complaint in detail and in writing to the CEO, **Gareth Jones**. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The CEO will acknowledge receipt of the complaint within three working days and fully investigate the matter. If there is any delay, we will advise you of this and offer an explanation. The CEO will send you a full and formal response within 15 working days of having received the complaint.

The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the club's policies or procedures emerging from the investigation. Copies of the response may be sent to staff members involved in the complaint.

The CEO will arrange a time to meet you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The CEO will judge if it is best for all parties to meet or if individual meetings are more appropriate.

If at the end of this process you remain dissatisfied with the response you have received, the original complaint along with Malvern Special Families' response, will be passed to the Chairperson, **Clive Fletcher**, Chair of Trustees, who will adjudicate the case.

The Chair of Trustees will communicate a detailed response, including any actions to be taken, to both you and the manager within 15 working days.

TAKING IT FURTHER

In certain rare circumstances it will be necessary to involve the local registration and inspection unit who have a duty to ensure that the requirements of the Children's Act 1989 are met.

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Malvern Special Families work in partnership with Social Care and Ofsted to ensure high standards. Social Care would be involved if –

- A child appeared to be at risk
- There appeared to be a breach of registration requirements

In these cases, the Social Care department will ensure that the complaint is properly investigated, and the appropriate action taken.

We trust that complaints are made constructively, and we aim to resolve them at an early stage. In the best interests of parents, carers, children and staff, complaints will be taken seriously and dealt with fairly and confidentially.

KEEPING RECORDS

We will keep records of all complaints and their outcomes and retain these for a period of at least three years from when the record was made.
Malvern Special Families works in co-operation with the Early Years and Childcare Service, Worcestershire County Council, and we will report any formal complaint to them.
Parents and carers will be allowed access to all written records about their children on request (except in exceptional cases).

ARE YOU CONCERNED ABOUT THE WELFARE OF A CHILD? The safety of our children is paramount.

If you have any concerns about a child, please report these to the club playleader immediately, the DSL or their deputy.
If you have any concerns about the care given by members of our club staff, please report to the DSL, details below.



The Designated Lead for Safeguarding (DSL) is:
CEO Gareth Jones: 01684 892526



The Deputy Designated Lead for Safeguarding (DSL) is:
Service Manager Caroline Conein: 07875 296 043
MSF Office: 01684 892 526

SUMMARY: IF YOU HAVE A COMPLAINT

1	SPEAK TO THE PLAYLEADER… AND IF YOU ARE NOT SATISFIED WITH THE RESPONSE SPEAK TO THE SERVICE MANAGER-CAROLINE CONEIN	We would appreciate the chance to resolve any issue with you first but at any time you can submit a complaint about any aspect of the childcare provision to Ofsted: Ofsted Early Years NBU Piccadilly Gate Store Street Manchester M1 2WD
2	PUT YOUR COMPLAINT IN WRITING TO THE CEO – GARETH JONES • To be acknowledged within 3 working days • Full response within 15 working days	
3	PUT YOUR COMPLAINT IN WRITING TO THE CHAIRPERSON – CLIVE FLETCHER • Full response within 15 working days	

RELEVANT CONTACT DETAILS:

CEO **Gareth Jones** 01684 892 526
Service Manager **Caroline Conein** 07875 296 043
Malvern Special Families
First Floor Offices
73 Church Street
Malvern WR14 2AE

Chairperson **Clive Fletcher** 01684 892 526
on behalf of the Board of Trustees
Malvern Special Families
First Floor Offices
73 Church Street
Malvern WR14 2AE

Worcestershire Social Care can offer support:

Family Front Door on 01905 822666, Monday to Thursday 8.30am to 5.00pm, Friday 9am-4.30pm.

For assistance out of office hours (evenings and weekends) 5:00pm to 8:30 am weekdays and all day at weekends and bank holidays, please contact the Emergency Duty Team (EDT) on 01905 768020.

Ofsted:

You can get in touch with us at enquiries@ofsted.gov.uk or 0300 123 4666 to complain about a childcare provider.

Ofsted Whistleblowing Hotline 08456 40 40 46