



Policy Ref: COMP  
Issue Number: 2  
Date: April 2023  
Review Date: April 2025

## COMPLAINTS POLICY AT DRAYCOTT SPORTS CAMP (Including DFA)

At Draycott Sports Camp we aim to work in partnership with parents to deliver a high quality childcare service for all. If for any reason we fall short of this goal, we would like to be informed in order to amend our practice for the future.

Draycott Sports Camp keeps records of all complaints for at least three years. A summary of complaints is available for parents on request. The Company Director, Mark Draycott, is responsible for dealing with all complaints. If however, the complaint is about the Company Director, the Marketing and Administration Manager will investigate the matter. 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 One:**

A complaint made about aspects of Draycott Sports Camp's activity:

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

A complaint made about an individual staff member:

- The parent may wish to speak with the individual staff member personally. 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 a complaint has been made and it is impossible to reach a satisfactory resolution informally, through 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 21 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to Draycott Sports Camp's practices or policies, as a result of the complaint.
- Meet relevant parties to discuss Draycott Sports Camp's response to the complaint, either together or on an individual basis.

### **Stage Three:**

A final meeting between the parent and the Company Director is held. The purpose of this meeting is to discuss the written response by Draycott Sports Camp, to reach a resolution.

A record of this meeting, including the decision on the action to be taken, is made. An agreed written record of the meeting is confirmed in writing by way of a letter to the complainant. This would signify that the procedure has concluded.



**The Role of the Office for Standards in Education, Early Years Directorate (Ofsted)**

Parents may approach Ofsted directly, at any stage of this complaints procedure, if they feel their complaint is not being dealt with satisfactorily.

The address and telephone number of our Ofsted regional centre:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 4666

Online at: <https://contact.ofsted.gov.uk/contact-form>

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

