LOW PORT OUT OF SCHOOL CLUB SCIO

COMPLAINTS POLICY

At Lowport Out Of School Club SCIO (the Club) 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 will be displayed on our website. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, trustees 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, or the problem recurs then the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter via email within 7 days.
- Investigate the matter and discuss with the committee.
- We will then notify the complainant of the outcome within 20 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.
- We will keep a signed record of all agreed steps and procedures.
- If child protection issues are raised, the manager will refer the situation to Social Work, and follow the procedures of the Safeguarding Children Policy.
- If a criminal act may have been committed, the manager will contact the police.

All resulting paperwork will be stored in a locked filing cabinet in the Club.

Making a complaint to Care Inspectorate (CI)

Any parent or carer can submit a complaint to the CI about Lowport Out of School Club SCIO at any time. CI will consider and investigate all complaints.

CI address:

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Telephone: 01382 207100 (general enquiries)
Inspector – Marion McCallum

Policy History

Revision Date	Author	Description
28 July 2020	Adrian Williamson	Reformatted for website
03 September 2020	Chris Ronalson	Updated
02 December 2021	Emma Donaldson	Updated
20 January 2022	Chloe Wells	Reviewed