

# **Peak Time Kids Club**

## **Complaints Policy and Procedure**

Peak Time aims to provide quality out of school care; we recognise that on occasions users may feel dissatisfied with some aspects of the provision. We provide customer satisfaction surveys to monitor quality on a regular basis, but also view complaints as an important addition to our own quality assurance measures.

If you do have a concern in the first instance please talk to a member of staff. If it cannot be resolved we will take the following steps to investigate any complaints rigorously and make every effort to resolve the issues as quickly as possible.

1. When lodging a formal complaint, complainants must do so in writing, which can include email, if a complaint is made by telephone a detailed record of the complaint will be made, but no action will be taken until a formal complaint is lodged in writing.
2. The Peak Time Co-ordinator will assess the complaint in order to determine who will have responsibility for conducting the investigation.
3. The Co-ordinator will send an acknowledgement within two working days of receipt of the complaint, which will include:
  - Confirmation details of the complaint to be investigated
  - State the name and position of the investigating officer or point of contact in another organisation to which a complaint has been forwarded
  - State that the investigating officer will normally respond substantively to the complainant within 28 days of receiving the complaint.
4. On receipt of outcome of complaint if the complainant is still not happy and would like an independent review they may write to Ofsted at the following contact:  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## Peak Time Complaints Record

<b>DATE OF COMPLAINT</b>			
A: Source of complaint			
Parent (in writing , including email) Parent (in person) Parent (Phone call)		Staff member Anonymous Ofsted (include complaint number if known) Other (please state)	
<b>B: Nature of Complaint</b> <b>(Please tick all standards that the complaint relates to)</b>			
Standard1: Suitable Person Standard2: Organisation Standard 3 Care, Learning & play Standard4: Physical Environment Standard 5: Equipment Standard 6: Safety Standard 7: Health		Standard 8: Food and Drink Standard 9: Equal Opportunities Standard 10:Special Needs Standard 11: Behaviour Standard 12: Working in Partnership with parents and carers Standard 13:Child Protection Standard 14: Documentation	
Please give details of the complaint:			