

4Wards Multi-Activity Complaints Policy

At 4Wards Multi-Activity 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 available on our website and can also be provided by request. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The Lead Coach is usually responsible for dealing with complaints. If the complaint is about the Lead Coach, the registered person 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 4Wards Multi-Activity actions:

- The Lead Coach 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 Lead Coach, 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 Lead Coach. The Lead Coach 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 4Wards Multi-Activity's practices or policies as a result of the complaint.
- Meet relevant parties to discuss 4Wards Multi-Activity's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Lead Coach will refer the situation to 4Ward's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the Lead Coach will contact the police.



Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about 4Wards Multi-Activity at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

This policy was adopted by: 4Wards Multi-Activity	Date: 11/10/22
Reviewed: 10/10/23	Signed: 
Reviewed: 10/10/24	Signed: 
Reviewed: 10/10/25	Signed: 
To be: October 2027	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.75-3.76]*.