



## **GEMS PERFORMING ARTS / GEMS HOLIDAY CLUBS COMPLAINTS AND FEEDBACK PROCEDURE**

Gems Performing Arts and Gems Holiday Clubs welcome feedback and suggestions on how we can provide a better service for your children. 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.

### **COMPLAINTS**

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the Principal, Emma Drysdale, 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 the Club:

- If you are not happy with something at Gems, we encourage you in the first instance to talk to a member of staff and explain your concern. We will aim to reach a satisfactory resolution between parent and staff.

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, the parent or carer should put their complaint in writing to the manager. The manager 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 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.

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

## Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Gems Holiday Clubs at any time. Ofsted will consider and investigate all complaints.


Gems must provide Ofsted, on request, a written record of all complaints in a specified period and the action taken as a result of each complaint. Gems must keep accurate, dated records of each step of the procedure. The following information should be included:

- The welfare requirement to which the complaint relates.
- The name of the person making the complaint
- The nature of the complaint.
- The date and time of the complaint
- Details of how the complaint has been dealt with, including any action taken.
- Details of information and findings provided to the complainant, including the timescale.

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: Gems Holiday Clubs	Date: 1/9/2023
To be reviewed: 1/9/2024	Signed: 

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.