



GEMS HOLIDAY CLUBS - COMPLAINTS AND FEEDBACK PROCEDURE

Gems Holiday Clubs welcomes 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.

1. Ofsted-registered childcare provision

Gems Holiday Clubs operates as an **Ofsted-registered childcare provision**. As a registered provider, our complaints process complies fully with the statutory Early Years Foundation Stage (EYFS) Safeguarding and Welfare Requirements and the regulations of the Ofsted Childcare Register.

If a complaint or concern involves child protection, child safety, or an allegation against a member of staff regarding child welfare, **it will BYPASS standard complaint timelines immediately**. Safeguarding allegations will be referred directly to the Designated Safeguarding Lead (DSL) and processed under our Safeguarding and Child Protection Policy (and referred to the Local Authority Designated Officer - LADO within 24 hours where applicable).

2. Three-Stage Complaint Resolution Framework

Stage 1: Informal Resolution

- **General Aspects of the Setting:** Parents and carers are encouraged in the first instance to speak directly to the class teacher or Manager to explain their concern. Most day-to-day issues can be resolved quickly and informally through open dialogue.
- **Complaints About Staff Members:** If appropriate, the parent/carer will be encouraged to discuss the matter directly with the teacher or staff member concerned. If the parent/carer feels this is unsuitable, the matter should be discussed with the Manager or Principal, who will review the concern and work towards a satisfactory resolution.
- **Target Timeline:** We aim to resolve Stage 1 informal concerns within **5 working days**.

Stage 2: Formal Written Complaint

If an informal resolution cannot be reached, or if the complaint is of a serious formal nature, the parent or carer should submit their complaint in writing to Manager and DSL Melissa McKeigue

Upon receiving a formal written complaint, management will:

- Log the complaint in the formal Complaints Log and send a written acknowledgement of receipt within **3 working days**.
- Conduct a thorough investigation, interviewing relevant staff, tutors, or witnesses as necessary.
- Send a full written response to the complainant within **20 working days** detailing the investigation findings, outcomes, and any operational changes or policy recommendations made as a result.
- Offer to meet with relevant parties (individually or together) to discuss the findings and resolution steps.

Stage 3: Formal Appeal and Panel Review

If the complainant remains dissatisfied with the outcome of the Stage 2 investigation, they may lodge a formal written appeal to Principal Emma Drysdale within **10 working days** of receiving the Stage 2 response.

- The Principal will review all investigation files, correspondence, and findings alongside an independent reviewer where appropriate.
- An Appeal Review meeting or independent panel hearing will be convened within **14 working days** of receiving the appeal request.
- A final, conclusive written determination will be issued to the complainant within **5 working days** following the appeal review.

3. Record-Keeping & Ofsted Regulatory Contact

Complaints Record Retention

Gems Holiday Clubs maintains an accurate, dated, and confidential central record of all formal written complaints for a minimum of **3 years**. Every logged complaint entry includes:

- The specific EYFS welfare requirement or Childcare Register standard to which the complaint relates.
- The name and contact details of the person making the complaint.
- The exact nature, date, and time of the complaint.
- Detailed records of how the complaint was investigated and handled, including all actions taken.
- Details of all information, findings, and formal written responses provided to the complainant, including strict adherence to statutory timescales.

Direct Right to Contact Ofsted

Parents and carers have the right to submit a complaint directly to Ofsted at any time if they believe the setting is failing to meet statutory registration standards or welfare requirements. Gems Holiday Clubs will provide Ofsted, upon official request, a complete written summary of all formal complaints received within a specified period and the resolution actions taken.

Ofsted Postal Address	Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
General Enquiries	0300 123 1231
Complaints Line / Email	0300 123 4666 / enquiries@ofsted.gov.uk

This policy was adopted by: Gems Performing Arts	Date: 6/9/2026
To be reviewed: 6/9/2028	Signed: 

This policy is written and maintained in accordance with:

- Statutory Framework for the Early Years Foundation Stage (EYFS): Safeguarding and Welfare Requirements (Complaints)
- Childcare Register Regulations & Ofsted Complaints Guidance
- DfE *Keeping Children Safe in Education* (September 2026)