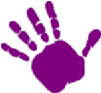
LPF – Kiddies Club

Community Interest Company

Making learning meaningful and fun

Company No: 8645341

Mobile: 074 2686 8190

**LPF KIDDIES CLUBS COMPLAINTS POLICY**

At LPF Kiddies Club Out Of School 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 available upon request and on our website at all times. 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 education director will generally be responsible for dealing with complaints. If the complaint is about the education director, the registered person or other senior member of staff 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 education director, 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 education director. The education director 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 Club’s Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the education director will contact the police.

Signed:  Date reviewed: 09/03/21

Director and Founder Carmel Britto