

Richmond Hillbillies Policies and Procedures 2020/2021

Richmond



Hillbillies

Concerns and Complaints

Hillbillies aim to provide a high quality childcare service for all users but realise that sometimes things do not always go to plan. If there are any concerns or complaints we aim to deal with them quickly and effectively to everyone's satisfaction.

If you have any concerns on any aspect of the club, the staff, or your child's well being please speak to the club manager as soon as possible. Details should be as full as possible to aid investigation. Your concerns will be taken seriously and treated as such.

We aim to acknowledge the complaint within 3 working days and complete the investigation within 15 working days. The parent/carer will be sent a formal written response to the complaint. A copy will be sent to other parties involved. Following the response a meeting will be arranged to discuss the complaint and the club's response to it.

Any concerns or complaints that may have child protection implications will be dealt with through Hillbillies safe guarding children procedure.

A complaints record form, as required by Ofsted, will be kept of all complaints made. Information included is: who complained (i.e. parent, visitor), the nature of the complaint, how it was dealt with and the actions & outcomes.

Any parent/carer can at any time make a complaint to Ofsted. Ofsted will consider and investigate complaints received if appropriate or refer them back to the club for us to investigate.

Telephone 0300 123 1231

Early Years

Ofsted

North Regional Centre

3rd Floor

Royal Exchange Buildings

St Anne's Square

Manchester

M2 7LA