

# Dynamic Ducks Ltd



## Complaints Policy

If at any time a parent or carer of a child who attends Dynamic Ducks has a complaint against the Club or a member of Staff, then they should follow the procedure below. Usually matters can be resolved quickly through dialog between the parent or carer and The Management team. If not, then the complaint should be made more formally as detailed in Step 2 below. Complaints are formally recorded and kept in a **Complaints File** and are available for any parent or carer to see. Confidentiality is maintained in all reports. This means that no names (adults or children) will be included in the report.

### STEP 1

Speak with the Management Team about any concerns or problems you have when they occur. The Management Team will investigate the matter and report back to you to discuss with you and inform you of any action that will be taken as a result of your complaint. Usually this will happen on or after the day the complaint is made, if not, then within 2 working days.

If the problem cannot be resolved then:

### STEP 2

Make your complaint in writing and send to **Elizabeth Duck, 52 Chappell Close, Aylesbury, Buckinghamshire, HP19 9QA** . Please give, as much detail as you can and include names, dates and times, please be specific in your description in order for us to understand fully what you are unhappy about. Your letter will be acknowledged within 7 working days of receipt. We will again discuss the issue with you, and inform you of our investigations into the matter within 14 days. You will be kept informed of what is happening and given a response within 7 days of completion of the investigation.

**FURTHER DETAILS:** If any individual members of staff are concerned with the issue then they will be questioned on the complaint and ask to make a report in writing at either Step 1 or Step 2. If Child Protection issues are raised, the Management Team will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of our Safeguarding Policy. If a criminal act may have been committed the Police will be contacted.

### MAKING A COMPLAINT TO OFSTED:

Any parent or carer can submit a complain to Ofsted about Dynamic Ducks at anytime, 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: <a href="#">Dynamic Ducks Ltd</a>	Date: March 2020
To be reviewed: <a href="#">March 2021</a>	Signed: <a href="#">E Duck</a>

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