



## Complaints and Compliments Policy

### Statement of intent

Surrey Hills Forest School - Holiday Club has an open-door policy to welcome the parent/guardian at all times. Our ethos is one of accountability, communication and transparency in order to engender and maintain trust with the parent/guardian, which is vital for a successful holiday club. We strive to provide an environment that operates at a high standard and held in high regard within the community. We welcome any comments or suggestions that will help us to improve.

We understand that from time to time, there may be occasions when issues become sufficiently important that an escalation is required. It is therefore the responsibility of the Leader to ensure that the parent/guardian have the opportunity to voice their concerns in a constructive manner.

### Aim

The purpose of this policy is to clarify how complaints and escalation procedures can be made in a confidential, transparent and effective way. In addition, where the complainant is a member of staff, they may refer to the Forest School grievance and whistleblowing procedures.

### Complaints procedure

We anticipate that the majority of concerns will be resolved quickly by an informal approach with the Leader. All complaints and escalations are confidential and all related information and resolution is recorded. If this does not achieve a satisfactory outcome for the complainant, we will invoke the following procedure:

#### Stage 1

Any parent/guardian who are uneasy about any aspect of the holiday club's provision should first talk over any worries or anxieties with the Leader.

#### Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/guardian should put the concerns or complaint in writing to the Owner; who will acknowledge receipt of the complaint and/or arrange a meeting within seven days.

If the complaint is in regards to the Leader, the Owner will deal with the complaint.

Emails may be sent to the holiday club in confidence using the office email address or in writing to Lee Davis, 13 Artillery Road, Guildford Surrey, GU1 4NW.

It is hoped that most complaints will be resolved informally at Stage 1 or Stage 2 within 28 days.

#### Stage 3

In the event of an unsatisfactory or incomplete solution being reached, at this stage the holiday club can invite an external mediator to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. The mediator has no legal powers, but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential and may hold separate meetings with the Surrey Hills Forest School - Holiday Club and the parent/guardian. The mediator keeps an agreed written record of any meetings that are held and any advice given.

#### Stage 4

When the mediator has concluded the investigation, a final meeting between the parent/guardian and the Leader is held. The purpose of this meeting is to reach a decision on the action to be taken to resolve the complaint. The mediator's advice is used to reach a conclusion. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting will receive a copy. This decision is final.

The Surrey Hills Forest School - Holiday Club operates a self-reporting policy with regulatory bodies, and may deem it appropriate to disclose the incident to Ofsted. The parent/guardian will also be provided with the option to escalate to Ofsted in accordance with their wishes.

In addition to reporting the incident to regulatory bodies, the holiday club may deem it appropriate to take disciplinary action internally. The parent/guardians will be informed where such action has been taken but the specific terms of the disciplinary hearing will be withheld.

The details of the complaint will be investigated and a report detailing the outcome prepared for the parent/guardians within 28 days.

### Escalation to Ofsted

The role of Ofsted is to ensure that the childcare provider is following all registration requirements and will take action if required. It will not engage in resolving disputes between the parent/guardian and providers.

Surrey Hills Forest School - Holiday Club will keep written records of all complaints made for six years and show them to Ofsted inspectors at an inspection.

Unresolved complaints can be communicated by parent/guardians to Ofsted for their consideration at:

Tel: 0300 123 4666

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Our Ofsted Registration Number at Surrey Hills Forest School - Holiday Club – 2893026

When Ofsted receives either a self-reported complaint from the holiday club or an escalation from the parent/guardian the following will normally apply:

- The complaint/escalation will be reviewed by Ofsted and a decision on action
- It may be decided that Ofsted will visit the holiday club for further discussions.
- Ofsted may ask the provider to take action or work with other agencies to look at any issues.
- The parents/guardian will not be informed of Ofsted's outcome

### **Compliments**

We are delighted to hear compliments and positive feedback. We welcome the parent/guardian to:

- talk to any member of staff
- make a note in the Compliments & Complaints folder
- we treasure cards and letters that are given to us

We welcome suggestions on how to improve any aspect of the holiday club. Our intention is to work in partnership with the parent/guardian to support all children and families.

### **Policy Review**

As part of Surrey Hills Forest School - Holiday Club monitoring of complaints and compliments this policy will be subject to periodic review.

Policy adopted by:

Date:

Policy Review Date: