



## Wraparound and Preschool Care

Aldermaston Oaks • Big Oaks • Little Oaks • Mini Oaks • Priory Oaks • Silchester Oaks

# HANDLING COMPLAINTS

On occasions, parents/carers, visitors or other interested parties may wish to raise a concern or make a complaint about The Oaks. You have the right to complain if you believe anyone at The Oaks has behaved in an inappropriate, unprofessional, discriminatory or intimidating manner and we are committed to dealing with any concerns or complaints quickly, thoroughly, fairly, confidentially and with transparency.

If you have a concern or complaint related to one of our clubs, please consider in the first instance raising the issue with the person concerned in the presence of the Playleader to try and resolve any concerns and problems promptly, informally and to mutual satisfaction. All complaints made to any staff member will be recorded in the Incident Book and notified to the Playleader and Clubs Manager. If the concern or complaint relates to the Playleader please contact the Clubs Manager or a Director. Contact Details for club staff and management is available on request from the Office Manager or any club.

If a complaint cannot be resolved through an initial discussion

- The complainant will be asked to put their complaint in writing to the Clubs Manager
- The Playleader (if appropriate) and at one least Director will arrange a time to meet the parent/carer concerned and any other relevant individuals such as members of staff to discuss the complaint. This meeting will usually take place within 5-10 working days (during term time) of the written complaint.
- This discussion and any outcomes agreed will be summarised in writing by The Oaks.

If this meeting does not achieve a satisfactory outcome the original complaint along with the Clubs' response will be passed to the Director group.

- A Director will acknowledge the receipt of the complaint as soon as possible (and within 3 working days) and fully investigate the matter within 20 days (during term time).
- If there is any delay in the investigation, parents/carers will be notified and offered an explanation.

- The Directors will communicate a detailed response including any actions to be taken to both the Playleader and parents/carers concerned within 15 days.
- The Directors will keep a written record, for two years, of any complaints including the outcome of the investigation and the action the club took in response. This is in accordance with the Ofsted Childcare Register Requirements.
- Summaries of any complaint and responses will be made to Ofsted on request.
- Any parents/carers can at any time submit a complaint to Ofsted by emailing [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) and quoting the relevant registration number (see below), about any aspect of our club's provisions. Ofsted will consider and investigate all complaints received. It should be noted that Ofsted investigate adherence to the requirements of the Childcare Register and will not get involved in disputes between parents/carers and the childcare provider.
- The formal response to the parents/carers will include recommendations for dealing with the complaint and for any amendments to the Clubs policies and procedures as a result of the investigation.

**Our Ofsted Registration Details are:**

Oaks Childcare Clubs Community Interest Company: RP535367; responsible for:

Little Oaks Breakfast Club (Mortimer St John's): 2547387

Little Oaks After School Club (Mortimer St John's): 110656

Big Oaks Breakfast and After School Club (Mortimer St Mary's): EY361139

Mini Oaks Preschool (Burghfield St Mary's Parish Centre): 2654756

Silchester Oaks (Silchester CE Primary School): 2614032

Aldermaston Oaks (Aldermaston CE Primary School): 2668958

Priory Oaks: (The Priory School, Tadley): 2668956

If at any point during the complaint procedure there is reason to believe that any complaint or concern has implications for child protection, the Designated Safeguarding Lead will be notified as per the Safeguarding policy. The Clubs are committed to communicate with parents/carers openly and regularly and the Clubs welcome all comments on its service, regardless of whether they are positive or negative.

### What are the possible outcomes or results of a complaint?

In most cases we will strive to resolve any concerns or problems informally. Examples of possible informal outcomes include:

- An explanation or apology
- Actions related to improving club and/or staff performance
- Amendments to our Policies

Depending on the outcome of the investigatory processes, more serious, formal action may be required. Examples of formal action include:

- Formal disciplinary action
- Major changes to the club's provision and policies
- A decision to refer the complaint to another organisation such as Ofsted, Police or Social Services

### Version History

<b>Date:</b>	<b>Version:</b>	<b>Summary of Changes Made</b>
02 Nov 2020	1.0	Issued
21 May 2021	1.1	-Updated made to the majority of policies to reflect the change of office management roles – from General Manager to a Clubs Manager and an Office Manager.  -Minor corrections and clarifications.
Jan 2022	1.2	Addition of Mini Oaks Ofsted details
Aug 2022	1.3	Addition of Priory Oaks Ofsted details

### See Related Policies:

Safeguarding

Working with Parents/Carers

Vexatious Behaviour