



Broughton Primary's Play Buddies Club

Complaints Policy

COMPLAINTS POLICY

Introduction:

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Broughton Primary's Play Buddies is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow a formal complaints procedure. For the club to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of the club's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

Broughton Primary's Play Buddies Policy has four main stages.

In summary they are as follows: -

- Stage 1 - A concern is raised informally with a staff member.
- Stage 2 - Formal complaint is heard by the play clubs supervisor.
- Stage 3 - Complaint is heard by Headteacher (registered person).
- Stage 4 - Complaint is heard by the Committee Complaints Appeal Panel.
- Stage 5 - reported to CSSIW contact number:0300790126

Stage 1 - Raising a concern

Concerns can be raised with the club at any time and will often generate an immediate response, which will resolve the concern. The club requests that parents make their first contact the play worker. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The club will then look at your complaint at the next stage.

Stage 2 - Complaint heard by the person in charge or registered person as the concern deems appropriate. Formal complaints shall be put in writing and addressed to the Headteacher (registered person). The complaint will be logged, including the date it was received. The club will normally acknowledge receipt of the complaint within 2 working days of receiving it. In many cases this response will also report on the action the club has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 club working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the club within 10 club working days of getting our response. You will need to tell the club why you are still not satisfied and what you would like the club to do.

Stage 3 - Complaint heard by the registered person

If the matter has not been resolved at Stage 2, the registered person will arrange for a further investigation. Following the investigation, the registered person will normally give a written response within 10 school club days. If you are dissatisfied with the result at stage 3, you will need to let the club know within 10 club working days of getting the response.

Stage 4 - Complaint heard by the Committee's Complaints Appeal Panel

If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of the Committee giving details of the complaint. The Chair or a nominated committee member will convene a complaints panel. The hearing will normally take place within 10 club working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the club and the complainant. All parties will be notified of the Panel's decision in writing within three club working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

- **N.B.** In cases where the matter concerns the conduct of the registered person, the Chair of Committee will be informed of the complaint. The Chair of the committee will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the committee the member will be informed of the complaint.

Stage 5 - Report the complaint to CSSIW

All complaints are handled in a sensitive and confidential manner and complainants have the right at any time to complain to the CSSIW at any stage.

This can be done with the details below:

CSSIW North Wales Region
Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

Tel; 0300 7900 126

Email; cssiw.north@wales.gsi.gov.uk

At all times during any complaint/investigation, Broughton Primary's Play Buddies club places safeguarding and protection of children as their highest priority.

This complaints policy and procedure was passed for use in Broughton Primary's Play Buddies.

On:.....

By:.....Position:.....

By:.....Position:.....

By:.....Position:.....

Date of planned review:.....