

Kidsize Club Ltd Complaints Policy

Kidsize Club Ltd. is committed to providing a safe, accessible and fun service to children and their parents/guardians. We aim to provide a high quality service for all of our users, but accept that sometimes things do not always go to plan. In such circumstances we plan to learn from our mistakes and ensure the situation is made right. This policy constitutes our formal Complaints Policy.

Kidsize Club Ltd. will not accept or condone any behaviour by staff, visitors or other adults associated with the Club that is contrary to the Club's Aims and Objectives, Policies and Procedures. We will actively encourage and support the reporting of such behaviour. We will do this by:

- Promoting an environment of mutual respect, trust and open communication.
- Promoting an environment that is free from bullying, harassment and discrimination.
- Treating everyone equally and fairly, with dignity and respect and by valuing individual differences.
- Ensuring that the quality of the work of each staff member is effectively monitored as well as the work of the Club as a whole, through regular appraisals.
- Ensuring that procedures are in place for reporting unacceptable behaviour/practices, and that they are reviewed annually.
- Actively supporting the service user who made the complaint both during the investigation and after: this will be in line with the relevant legislation. We will do this through keeping them up to date with what's happening and offering support sessions.

Under normal circumstances the Manager will be responsible for handling any complaints. If the complaint is made against the Manager, the Company Director will conduct the investigation. All complaints made to staff will be recorded in detail and a written record will be stored securely. Any allegations relating to child protection will follow the procedures set out in the Child Protection policy. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance policy.

Raising a concern

If a parent/carer has a complaint about some aspect of the Kidsize's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. Kidsize is committed to open and regular dialogue with parents/guardians and we welcome all comments on our services, regardless of whether they are positive or negative. In the first instance, parents/guardians are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Responding to a concern

We will acknowledge receipt of the complaint as soon as possible – within three to seven working days. Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies. If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the

final response can be expected. The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation. The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate. Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. The mediator must ensure discussions are kept confidential. If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Company Director who will adjudicate the case. A formal record of all meetings should be taken and made available for those concerned should they wish to see them. The Company Director will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 – 28 working days. At any stage the parent / carer is unsatisfied with the response or concerned about children's welfare they can make a complaint to Care Inspectorate.

If the Manager has good reason to believe that the situation has child protection implications, they will contact the local social care department, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

Making a Complaint to Care Inspectorate

Any parent/carer can, at any time, submit a complaint to Care Inspectorate about any aspect of registered childcare provision. Care Inspectorate will consider and investigate all complaints received that are in breach of the relevant statutory requirements. For information on Care Inspectorate complaints process visit: <https://www.careinspectorate.com/index.php/complaints>

Complain directly to the Care Inspectorate by either:

- filling in their [complaints form online](#)
- calling them on 0345 600 9527
- emailing them at concerns@careinspectorate.gov.scot

Rights and responsibilities of the complainant

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness. If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person. If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

Contact information

Care Inspectorate, Aberdeen: Tel: 0345 600 9527

enquiries@careinspectorate.com Related policies Staff Grievance policy, Child Protection Policy.

This policy was adopted by: Corinne Millar **Date:** 1/09/18

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