



Compliments, Comments, Concerns and Complaints Policy and Procedures

Policy Statement

We love to hear what children and their families think about the Club. It is important that we listen to what our customers are saying about the service so we can learn from their experience and improve things.

This policy and procedure sets out how we will handle the feedback that we receive. It also provides specific guidance on handling complaints.

The Trustees board will ensure the effective management and coordination of the Club's Feedback Policy and Procedure but, since anyone working at the Club, either as part of the Play Team or one of the Trustees, may receive feedback it is important everyone knows what to do with it.

Complaint Handling

Our objective is to identify mistakes, resolve them reasonably and quickly, and to learn from them.

We aim to adhere to the following principles for good complaint handling¹

1. getting it right
2. being customer focused
3. being open and accountable
4. acting fairly and proportionately
5. putting things right
6. seeking continuous improvement

¹ Source: *Principles of Good Complaint Handling* The Health Service Ombudsman.

Aims and Objectives

1. Safeguarding and promoting the welfare of children attending the Club is paramount.
2. The Procedure is clear, easy to use, and accessible and recognises diversity. It should also be made widely available.
3. Anyone making complaints is treated with dignity and respect, are not afraid to make a complaint, have their concerns listened to and taken seriously.
4. All comments, concerns and complaints are handled fairly and consistently.
5. Concerns and complaints are handled swiftly and efficiently.
6. The Trustees monitor and learn from all forms of feedback.
7. Necessary guidance and training is provided to anyone working at the Club.

Confidentiality

Any concern or complaint will be dealt with in accordance with the requirements of the Data Protection Act 1998.

All information provided will be treated in confidence and disclosed only in order to respond to feedback or to investigate the complaints made.

Who can provide feedback?

Our main customers are the members of the Club, that is, the children and their families who use the After School Club and Holiday Play Schemes. As the Club is part of a community feedback may come from other sources, such as:

- Ashley Down Primary School and Brunel Field Primary School
- Main Site (our landlord at Main site)
- BAND (Bristol Association of Neighbourhood Daycare)
- Ofsted (the Regulator)

Staff wishing to make a complaint or raise a concern should use the Grievance procedure.

The Procedure

How to provide feedback?

We welcome feedback in any form:

- Speaking directly with a member of the Play Team
- By email info@ashleydownafterschoolclub.co.uk
- By phone 0117 9040043
- By talking with a Trustee (details published on the website www.ashleydownafterschoolclub.org.uk)
- Filling out a Feedback form, available from the Club

Defining feedback and outlining the processes for handling it

For the purposes of this policy we use the following definitions.

Comments are suggestions about how we may improve the service or facilities of the Club.

Comments can be made to any of the Play Team. If they can act on it there and then they will. It may be that they will want to discuss it with the Play Facilitator or it may be need to be discussed further at the Trustees meeting.

Compliments are positive feedback about the Club or praise for an individual worker.

Compliments should be passed to the Play Facilitator who will record it and report it to the Trustees of the CIO². It is important that staff feel valued and that they are recognised for good work they do. Any compliments for members of staff should be recorded also within the worker's supervision record.

Concerns are problems that can be resolved quickly.

Complaints are expressions of dissatisfaction requiring a response.

It is important that any **concerns** are brought to the attention of the Play Facilitator so that they may be recorded. If left unresolved problems may escalate into **complaints** so it is important that there is a clear audit trail of what has been done to try to resolve the problem.

² Charitable Incorporated Organisation i.e. the Club.

The best way for things to get put right quickly is for the person raising the concern or complaint to talk with a member of the Play Team or for the matter to be passed as soon as possible to the Play Facilitator. If the matter is resolved quickly by a member of the Play Team then this may be recorded as a concern.

In dealing with a complaint the Play Facilitator should make contact with the person to discuss the issues, what they feel should have happened and to find out what outcome the person is looking for. Depending on the issues raised it may be more appropriate to offer the complainant somewhere private to discuss their complaint. This may mean meeting with them away from the Club or at an agreed time over the telephone. If this is the case then the complainant needs to be reassured that the issues will be treated seriously and that time needs to be given to listen to them fully.

Complaints process in more detail

Communication is vital in fully understanding the issues so that a solution can be found. The following process sets out a framework as to how the complaint should be considered and if the need arises, escalated. The complainant, however, should be fully consulted in determining how the complaint should be best dealt with.

Stage 1

The Play Facilitator discusses and agrees issues, expectations and outcomes with the complainant. They should investigate the matter and then report back to the complainant within ten working days. If it is expected that it may take longer than this then the complainant must be told when to expect a response. The preferred method of response (verbal or written) must be agreed at the outset with the complainant.

It may be that the Play Facilitator and the complainant feel the matter is more serious or complex and that it should be referred to the Trustees. A formal investigation will then be undertaken by a Trustee.

Stage 2

If the complainant remains dissatisfied with the response then matter should be referred to the Chair of the Trustees as soon as possible. The contact details of the Chair will be displayed at the club.

The Chair or a delegated Trustee of the CIO will make contact with the complainant within three working days to discuss what they are dissatisfied with, agree with them

how this should be handled and by whom. They will then investigate and report on their findings to the Trustees. Advice may be sought from appropriate organisations such as BAND, ACAS and Ofsted. The report will include recommendations for the Trustees to consider.

Consideration of the report should not wait until the next Trustees Meeting. For reasons of confidentiality it would be more prudent for two Trustees to consider the report.

A response indicating what action will be taken will be sent to the complainant from the Chair together with a copy of the report. It is likely that an investigation of this sort may take up to twenty working days. If there are any problems in meeting this timeframe then the complainant must be notified of when they should expect a response.

The complainant or the Club may choose to refer the matter to Ofsted. This is assuming that all that can be done to resolve the complaint has been done. The complainant can of course choose to contact Ofsted at any point although it is likely that Ofsted will ask the Club to look into the matter first.

Other routes of investigation

Complaints investigation is the main route by which a matter may be considered, but there are other possible routes which may be more appropriate depending on the nature of the issue. If an alternative investigation route is taken then the complainant must be informed of this and the reason why. They still should receive a response to the issue they have raised but there may be limits to what can reasonably be disclosed to them following investigation. The following other procedures may be used to investigate the issues raised:

- Disciplinary and Grievance
- Insurance claims
- Safeguarding

The Club has policies and procedures covering the above processes. Advice may also be sought from BAND.

Recording

A log sheet to record feedback is held electronically at the Club. The record includes:

- The date of the feedback
- A description of the feedback
- The date of any response (if required)
- Action taken

Monitoring Feedback

The Trustees of the CIO together with the Play Facilitator and Administrator will review all feedback on a termly basis if there is any. Reports will be provided to the Trustees of the CIO which will identify strengths and weaknesses.

The purpose of the monitoring system is:

- to ensure that procedures are complied with;
- to enable customers to see their concerns are being taken seriously;
- to enable customers to see a fair and thorough investigation has taken place;
- to inform future service planning;
- to identify problem areas so that remedial action can be taken;

Monitoring information will be made available to Ofsted and BAND for inspection purposes.

Learning from Feedback

The Trustees of the CIO are responsible for ensuring that any improvements to the service that are identified are carried out.

Any lessons learnt may be highlighted in the Chairs of the Trustees annual report to the AGM.

Feedback may also come from regulatory inspections undertaken by Ofsted or reviews carried out by BAND. Any service improvements / recommendations arising from these visits should be recorded on the service improvements log, which is part of the electronic feedback recording system.

Progress on implementation of any service improvements / action plans will be reported to the Trustees of the CIO's termly meetings.

Health and Safety

The Play Facilitator, Business Administrator and Trustees should consider any risks associated with meeting the complainant alone. If there is any uncertainty about the situation then consideration should be given to the choice of venue and whether it would be worth someone accompanying the investigator.

Training

As stated above, all staff should feel confident in handling customer feedback. Play Team staff will receive training and support from the Play Facilitator through their induction and supervision. The Trustees will provide support to the Play Facilitator and Administrator.

Other Organisations

Ofsted

As the regulator Ofsted can provide support and advice to all members of the Club. Complaints can also be referred directly to them.

Tel: 0300 123 1231
enquiries@**ofsted**.gov.uk
Applications Regulatory and Contact Team
Ofsted
Piccadilly Gate
Store Street
MANCHESTER M1 2WD

BAND

BAND is an umbrella organisation that provides advice, support, guidance and training to day care organisations. They can be contacted on 0117 954 2128. Our current development worker is Elizabeth Male (Direct line: 0117 9542156)

Document History

Reference	Author	Summary of changes	Issued
Issue 1	Raquel de Mena	Original Version	May 2010
Issue 2	Emma Hallett	Reformat and minor changes	June 2011
Issue 3	Sheila Gould	Review and minor changes to reflect Muller Road and Brunel Field ASC sites and changes to club governance	November 2013
Issue 4		OFSTED address updated	December 2014

Issue 4.1	Shawn Pearson	Minor textual changes, removal of duplication, etc.	December 2014
Issue 5	Ana Escudero	Change of Chair	September 2015
Issue 5.1	Shawn Pearson	Slight text changes and change of school names	September 2015
Issue 6	Raquel de Mena	Reflect the Change of Chair of the Trustees and his details	November 2016
Issue 7	Raquel de Mena	Reflect some Changes of Chair of the Trustees' details and new email address of the club	November 2017
Issue 8	Rakel de Mena	Reflect some Changes of Chair of the Trustees'	May 2019
Issue 9	Rakel de Mena	No changes	February 2021

Date Approved: 1/6/21

Signed:

Position: Trustee

Name: J.Hodgson

Date for review: Feb 2022