Complaints Policy

STAY WILD Holiday Club

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Approved By: Catherine Smith

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1. Policy Statement

At STAY WILD Holiday Club, we are committed to providing high-quality, inclusive care within a safe and supportive environment. We recognise that concerns and complaints are an important part of maintaining and improving our provision.

We take all complaints seriously and will respond in a fair, transparent, and timely manner. Our procedures are designed to ensure that concerns are addressed appropriately, with a clear focus on safeguarding, accountability, and continuous improvement.

This policy is written in accordance with the requirements and expectations of Ofsted and the safeguarding and governance principles set out in The Scout Association Policy, Organisation and Rules (POR).

2. Aims of the Policy

This policy aims to:

- Provide a clear, accessible, and transparent procedure for raising and resolving complaints
- Ensure all complaints are taken seriously, recorded appropriately, and investigated thoroughly
- Promote early resolution of concerns wherever possible
- Ensure safeguarding concerns are identified and responded to immediately and appropriately
- Maintain high standards of care, safety, and professional conduct
- Use feedback and complaints to inform reflective practice and continuous improvement
- Ensure compliance with statutory requirements and best practice guidance

3. Scope

This policy applies to complaints raised by:

- Parents and carers
- Children attending the provision
- Staff, volunteers, and visitors

Complaints may relate to:

- Quality of care and supervision
- Health and safety
- Staff behaviour or professional conduct
- Safeguarding and child protection
- Equality, inclusion, and accessibility
- Administration, bookings, or communication

4. Making a Complaint

5. Stage 1: Informal Resolution

We encourage concerns to be raised at the earliest opportunity to allow prompt resolution.

- Speak to a senior member of staff on-site
- Concerns will be listened to respectfully and addressed as quickly as possible
- A written record may be made where appropriate

Most issues can be resolved at this stage through open communication.

6. Formal Complaint (Stage 2)

Submitting a Complaint

If the matter is not resolved informally, a formal complaint should be made in writing to the Club Manager

The complaint should include:

- Name and contact details
- Full details of the concern (including dates, times, and individuals involved)
- Any supporting information
- Desired outcome

Investigation Process

- Written acknowledgement will be provided within 5 working days
- A thorough and impartial investigation will be conducted
- This may include interviews, reviewing records, and gathering evidence
- A written outcome will be provided within 28 working days

Where a full response cannot be completed within this timeframe, an update will be provided with a revised timescale.

7. Escalation (Stage 3)

If the complainant is not satisfied with the outcome:

- A request for review must be made within 10 working days
- The complaint will be reviewed by a Director of WYS Trading Limited or an independent person where appropriate
- A final written decision will be issued within 28 working days

This decision will be final within the organisation.

8. Safeguarding and Child Protection Concerns

Any complaint relating to the safety or welfare of a child will be treated as a safeguarding concern.

- Immediate action will be taken in line with the Safeguarding Policy
- Concerns will be reported to the Local Authority Designated Officer (LADO) where appropriate
- Referrals may also be made to Ofsted and/or children's social care

In line with The Scout Association POR, safeguarding concerns may be reported directly to the Scout Safeguarding Team and must not be delayed by the complaints process.

9. External Complaints (Ofsted)

Parents and carers have the right to contact Ofsted at any stage if they believe:

- The provider is not meeting required standards
- A complaint has not been handled appropriately

Contact Details:
Email: enquiries@ofsted.gov.uk
Phone: 0300 123 1231
Website: www.gov.uk/ofsted
Registration Number: 2851827

10. Record Keeping

- All formal complaints and outcomes will be recorded in the Complaints Record
- Records will include details of the complaint, investigation, outcome, and any actions taken
- Records will be retained for a minimum of three years, in line with statutory requirements
- Confidentiality will be maintained in accordance with data protection legislation

11. Monitoring, Learning, and Review

- Complaints will be reviewed regularly to identify patterns or areas for improvement
- Actions arising from complaints will inform staff training, policy updates, and practice improvements
- This policy will be reviewed annually or following any significant complaint or regulatory update

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Next Review Due: April 2027
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