



Complaints Policy

At KOT we aim to work in partnership with adult volunteers to help deliver a high quality programme for children identified by the trustees and committee members to support them in the next chapter/phase of their progression as they get older.

This policy is subjective and is at the discretionary of the above members to define and will be updated and amended as the programme grows in line with the KOT children.

Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the camp's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the camp's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

This policy was adopted by: Kids on Track	Date: August 2020
To be reviewed: August 2021	Signed: Sara Falk, CEO

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.