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## COMPLAINTS PROCEDURE

Oxford Active believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Under normal circumstances, the Setting Manager will be responsible for managing complaints. If a complaint is made against the Manager, his/her Manager will conduct the investigation.

Our Complaints Procedure is as follows:

### **Making a complaint**

#### Stage 1

- Any parent/carer who has a concern about an aspect of the Setting's provision should first of all talk about his/her concerns with the Setting Manager.
- Most complaints should be resolved amicably and informally at this stage.
- If the complaint is about the Setting Manager, the process should start directly at Stage 2

#### Stage 2

- If this does not have a satisfactory outcome, the parent may wish to put their concerns or complaint in writing to the Operations Manager at Head Office by emailing [info@oxfordactive.co.uk](mailto:info@oxfordactive.co.uk) or they may prefer to call Head Office on 01865 594325.
- The parent/carer will be sent an initial response to the complaint within 7 days.
- If further investigation is required, a full response to the complaint may take longer and will be sent within 28 days.

#### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she should request a meeting with the Operations Manager. There should be witnesses present at the meeting.

#### Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint.

Confidential records of meetings, discussions and decisions will be kept at all stages.

**The role of the Ofsted and the Local Safeguarding Children Board.**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there appears to be a breach of the Setting's registration requirements, it is essential to involve Ofsted as the regulatory body.
- Ofsted can be contacted on 0300 123 1231 or write to them at: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Or visit their website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
- If a child appears to be at risk, our setting follows its Safeguarding Policy according to the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and setting are informed (unless the procedures above indicate otherwise) and the Setting Manager works with Ofsted and/or the local Multi Agency Safeguarding Hub to ensure a proper investigation of the complaint, followed by appropriate action.

**Records**

- A record of formal complaints against the Setting and/or the children and/or the adults working in the club or camp is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all formal complaints is recorded in the Complaints Summary Log which is available for parents and inspectors on request.

Procedure adopted by: .....

Signed by..... Date .....

To be reviewed .....