



OLDBURY COURT OUT OF SCHOOL CLUBS

COMPLAINTS PROCEDURE

The staff and directors at OCOSC are committed to providing quality childcare in a secure and supportive environment. However; it is appreciated that there may be occasions when a parent / carer has concerns about a particular aspect of the service we provide or about a particular incident that may have occurred. Should this be the case, the parent/carers should in the first instance raise the issue with the OCOSC Manager (or in their absence, the Deputy Manager).

Issues raised will be dealt with within the following framework:

1. The parent / carer will be invited to discuss the matter at a convenient time.
2. Concerns of a parent / carer will be given immediate attention by the OCOSC Manager (or Deputy as required).
3. Matters arising from the complaint will be discussed, if necessary with members of OCOSC staff either individually or as a group. OCOSC Staff will discuss their opinions and views.
4. If necessary, the OCOSC will relate the views and opinions of the staff back to the parent / carer for further discussion.
5. If necessary, Policies may have to be reviewed and changed in the light of parent/carers and OCOSC Staff discussions.
6. The OCOSC Manager will ensure that all parties involved will be satisfied that their complaint has had the attention it deserves and that matters are suitably resolved.
7. If this does not resolve the complaint for a parent / carer, they must put their complaint in writing to the OCOSC Directors.

Complaints made in writing to the OCOSC Directors will be dealt with within the following framework:

1. OCOSC will acknowledge your complaint at our earliest opportunity but within 24 hours of receiving it, this will be by email, text message or telephone.
2. We will acknowledge your complaint in writing within 3 working days of the date of the receipt of the complaint and will enclose a copy of this procedure.
3. The complaint made by the parent / carer will be investigated by the OCOSC Director nominated to deal with the complaint – the parent / carer will be advised about who this is.
4. The details of the complaint will be fully investigated by the nominated OCOSC Director.
5. Once the outcome of the investigation is known, the parent / carer will be invited to come into OCOSC at a convenient time to discuss and resolve the complaint. This meeting will be held within 14 working days from the date of the written acknowledgment of your complaint. You will be advised if there is any reason that this timescale will not be followed.
6. Following the meeting, the nominated OCOSC Director will within 3 working days from the date of the meeting, advise the parent / carer of the next steps if further investigation is required. If not, the nominated OCOSC Director will write to the parent / carer to confirm the outcome of the investigation and any decisions made / action agreed.



7. If the parent / carer does not want to attend a meeting or if it is not possible for the parent / carer to attend a meeting, then the nominated OCOSC Director will send the parent / carer a detailed written response to the complaint within 21 working days of the date of the written acknowledgment of your complaint. This will include the details of any decisions reached or action to be taken, including next steps if relevant.
8. If the parent / carer is still not satisfied with the final conclusion reached, then the parent / carer can contact Ofsted at the details below:

COMPLAINTS INVESTIGATION & ENFORCEMENT TEAM

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

OCOSC will keep a written record of all complaints made to OCOSC.