

51: Compliments and Complaints

Superkids is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not go according to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times and records of all complaints will be retained for a period of at least 3 years. A summary of complaints is available for parents on request.

If you have a complaint, Superkids is committed to:

- Listen and learn
- Put things right
- Improve our service

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book and a complaints log will be completed. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has child protection implications, the Designated Safeguarding Lead will be informed who will then ensure that the local social services MaSH or LADO department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

Stage One – Informal Discussion

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 can discuss the matter with staff member concerned, facilitated by the manager, who will also be present during the meeting.
- 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.
- If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two – Formal Complaint

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. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The manager will:

- Acknowledge receipt of the letter within 7 days.

- Investigate the matter and including how it relates to our fulfilment of our statutory duties under EYFS (where applicable) and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- Send a full response in writing, to all relevant parties e.g. Parent and copied to staff if appropriate, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis, whichever is more appropriate.
- If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Superkids response will be passed to the Registered Person who will adjudicate the case.

Parents will be allowed access to all written records about their children on request (except in exceptional cases where sharing information may place the child at risk of harm).

Superkids will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

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

The setting always welcome suggestions, feedback, and compliments too. A suggestion box is available, and regular questionnaires will be sent out.

Making a Complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Superkids at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester

M1 2WD Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

Email: enquiries@ofsted.gov.uk

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Complaints [3.98 - 3.99]*.