



DEBS OUT OF SCHOOL CLUBS

COMPLAINTS PROCEDURE

The out of school club aims to provide a high quality, efficient and accessible service to parents and children and to safeguard the welfare of the children.

The way that we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. However from time to time, a parent or child may feel that they have a complaint against some aspect of the club, the proprietor or an individual member of staff. Usually it should be possible to resolve any problems as soon as they occur by speaking to the play leader. If not then you should follow the formal complaints procedure set out below.

INFORMAL STAGE

Initially speak to the club play leader, if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time. The play leader will make every attempt to resolve the matter and will communicate the outcome to the complainant within 14 days of the complaint being made. This may be extended to a further 14 days with the agreement of the complainant.

Should you not be satisfied with the outcome then you should move onto the formal complaints procedure, alternatively you have the right at any time to complain to CSSIW or the local authority who will where possible investigate and resolve the complaint and who may also provide advocacy services.

FORMAL STAGE

Put your complaint in writing to the proprietor using the club's complaint form. A copy of this form is available from the club play leader. You should maintain a copy of the completed form along with any other communications on this matter for your own records.

The play leader will sign and date the form when received and will forward to the proprietor of the club for investigation. All communications and actions taken regarding this complaint will be recorded by the play leader.

The proprietor will acknowledge your complaint in writing as soon as possible. The proprietor will investigate the matter in full consultation with the play leader. Confidentiality will be maintained throughout.

Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation the proprietor will advise you of the reasons. You will be kept up to date with what is happening and you will receive a full reply in writing within 14 days.

The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken.

Complaints that are dealt with formally should be resolved within 35 days.

DEBS OUT OF SCHOOL CLUBS

The decision of the proprietor is final.

Should you still be unhappy with this response and feel that this matter is not resolved to your satisfaction, the club's operation becomes detrimental to the quality of care provided to the children and families then you should contact the Care and Social Standards Inspectorate in Wales (CIW).

CIW are the body with which the club are registered. Their contact details are as follows:

CIW
MID & SOUTH WALES REGION
RHYD Y CAR
MERTHYR TYDFIL
CF48 1UZ

TEL : 0300 7900 126

CIW may ask you to follow up a verbal complaint in writing.

The role of CIW in the complaints process:

CIW is happy to receive any information about social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgements on behalf of people or decide who are right or wrong.

When CIW receives information about a service, they will consider it and inform the complainant. They will take one of the following actions;

- Undertake an inspection of the service within an identified timescale (a copy of the focus inspection report is sent to the complainant)
- Consider the information within the next planned inspection of the service
- Advise the complainant to contact an identified agency
- Refer the complainant to the service to which the complaint was made for resolution under their own complaints procedure
- Advise the complainant that their information has been recorded and that there is no further action required by CIW

CONCURRENT CONSIDERATION

Where a complaint relates to any matter

- About which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
- About which the registered person is taking or proposing to take disciplinary proceedings, or
- About which the registered person has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or
- About which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children , or
- About which the registered person has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000
- About which the registered person has been notified that a local authority has or is instigating child protection enquiries,

The registered person must consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be

DEBS OUT OF SCHOOL CLUBS

handled. Such complaints shall be referred to for the purposes of this regulation as "complaints subject to concurrent consideration".

The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the registered person that to continue would compromise or prejudice the other consideration.

Where the registered person decides to discontinue the consideration of a complaint, the registered person must give notice of that decision to the complainant.

Where the registered person discontinues the consideration of any complaint, consideration can be resumed at any time.

Where the consideration of a complaint has been discontinued, the registered person must ascertain the progress of the concurrent consideration and notify the complainant of when it has been concluded.

The registered person must resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under these regulations.