MAKING A COMPLAINT

Evesham Adventure Playground Association



-more than just a place to play

Reg.charity no.513526

Policy statement

The charity is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. The charity welcomes suggestions on how to improve our charity and will give prompt and serious attention to any concerns about the running of the charity. We anticipate that most concerns will be resolved quickly by an informal approach. If this does not achieve the desired result, we will follow our procedures for dealing with concerns.
The charity aims to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Designated Safeguarding Lead (DSL)	**Dave Boucker** 07855734393
Deputy Designated Safeguarding Lead (Deputy DSL)	**Jason Cooper / Maria Warwick** 07498242810 / 07921465220
Registered Provider:	**OFSTED 205234**
Senior Management Safeguarding Officer	**Kath Cordwell** 07964549902
Last reviewed on May 2026	**Next review date May 2027**

Procedures

Stage 1

- Any parent/carer, who has a concern about an aspect of the charity's activity or conduct of an individual member of staff should first of all talk over his/her concerns with the manager. If the complaint is with the manager the concern must then be reported to the chair person on the committee.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If informal discussions of the complaint have not produced a satisfactory outcome, or if the problem recurs, the parent/carer should put the concern or complaint in writing to the manager or committee
- Written complaints will be stored in the complaints log file.
- When the investigation into the complaint is completed, the co-ordinator or committee will meet with the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the complaints summary record

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he/she requests a meeting with the manager and the chair of the management committee. The parent/carer should have a witness present if required; the manager should have the support of the chairperson of the management committee present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the third parties present at the meeting sign the record and receive a copy.

- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaints summary record.

Stage 4

- If at the stage three meeting the parent/carer and the setting cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers of the charity are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. She/he can hold meetings with the manager or chair person and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent/carer, the manager and the chairperson is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Making a complaint to OFSTED

- Parents/carers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to:
- The number to call Ofsted with regard to a complaint is: **0300 123 1231**
- The address to write to Ofsted with regard to a complaint is:

Ofsted National Business Unit, Piccadillly Gate, Store Street, Manchester M1 2WD

- These details are displayed on our notice board.
- If a child appears to be at risk, the co-ordinator will follow the procedures of the local safeguarding children board in our local authority.
- In these cases, both the parent and setting are informed and the co-ordinator works with Ofsted or the local safeguarding children board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the summary complaints record which is available for parents/carers and Ofsted inspectors on request.