



**Bath Area Play Project**

[www.bapp.org.uk](http://www.bapp.org.uk) (01225) 832479

**Bath Area Play Project**

**Complaints Procedure**

### **Direct Services**

Complaints are dealt with by the Senior Worker who discusses the complaint with the Complainant. If the complaint cannot be dealt with by the Leader to the satisfaction of the Complainant, a note is made of what is said, details of the incident are reported in the incident book, the record is signed and dated by the Complainant.

If the Complainant is not satisfied, they are asked to complete the written Complaints Form and return it either to the Leader of the setting or directly to the BAPP Office where it will be dealt with by the Director or a member of the Trustees as appropriate.

At the end of each session, informal feedback is sought from children and young people. Where this is deemed a complaint, children will be given a copy of a child-friendly complaints form to complete.

### **Other complaints**

Any other complaints which come directly through to the office are dealt with as quickly as appropriate by the Director. The Complainant is contacted to discuss the details of the complaint. At this point it may be appropriate to ask the Complainant to complete a written Complaints Form.

It may then be necessary for the Director to undertake an investigation into the allegation, the outcome of which should then be communicated to the complainant.

Where the complaint refers to the Director, the Chair or Vice-Chair of the Trustees would then be responsible for following the procedure and reporting outcomes back to the complainant.

All complaints should be dealt with immediately by the Senior member of staff available at the time. Every effort will be made to resolve the complaint at this stage before use of the Complaints Procedure.

The complaint will be investigated as quickly as possible in order to establish how and why the incident happened and where the responsibilities lie. Where the complaint relates to any of our Ofsted registered services, parent/carers can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and look into all complaints received.

All complaints will be handled in line with our Confidentiality Procedure and GDPR i.e. actual names will not be recorded and all notes, letters and interviews will be retained in the BAPP office.

When the investigation is complete, the Complainant will be contacted, and the results of the investigation explained. Details of the outcome of the complaint will be shared with those involved as well as any other party that has an interest in the play setting should they request the information.

All written complaints will be investigated, and the complainants notified of the outcome within 28 days of receiving the complaint.

All outcomes including changes to procedure or improvements to practice as a result of the complaint will be implemented as soon as practically possible. These may be in addition to or as a result of actions recommended by Ofsted.

### **Further Action**

If the Complainant is still not satisfied, the Complaint will go to the next Trustees meeting. The Chair will communicate the results of the discussion to the Complainant. Where the complaint relate to one of our services which is Ofsted registered and still unresolved, Ofsted will be contacted on 0300 123 1231 or ACAS 08457 474747 Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Where the complaint is resolved, it will be recorded that “the issue has been resolved and the incident is now closed” and signed and dated by the Complainant and Playleader or Senior member of staff. Where the matter is being dealt with by the Director or Trustees, a letter will be sent to the Complainant, highlighting the investigations and any action taken, ending with the above the statement.

Outcomes can include apologies where we have made a mistake, a change to practice or delivery, an alternative approach, remedial action or goodwill gesture.

Any Complaints are recorded in the Quality Management ISO9000:2015 Folder as part of the Quality Audit (QMF06)

All written records of complaints will be kept on file in the BAPP office for a minimum of five years.

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