

# Y-Kidz

## Complaints Policy

**Department: Lifelong Learning**

**Owner: Training & Education Manager**

**Approval Route: YSS Board**

**Frequency of Revision: Yearly**

<b>Version</b>	<b>Date Approved</b>	<b>Reason for Update</b>
<b>1</b>	<b>June 2023</b>	<b>Revision of Policy</b>
<b>2</b>	<b>February 2026</b>	<b>Review and Update</b>

### Table Of Contents

Y-Kidz Complaints Policy Statement
• Stage one
• Stage two
Complaint Escalation

## 1. Y-Kidz Complaints Policy

This policy also applies to all wraparound and out-of-school provision, in line with DfE Wraparound Childcare Guidance (2024).

At Y-Kidz we aim to work in partnership with parents to deliver a high quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **incident log** and a **complaints log** will be completed.

Any complaints made will be dealt with in the following manner:

### Stage one:

Complaints about aspects of Y-Kidz 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/carer will be encouraged to discuss the matter with staff concerned
- If the parent/carer 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

### Stage two:

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent/carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 days
- Send a full response in writing to all relevant parties, 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 Y-Kidz response to the complaint, either together or on an individual basis

## 2. Complaint Escalation

If child protection issues are raised, the manager will refer the situation to YMCA Derbyshire's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding and Child Protection Policy**.

If a criminal act may have been committed, the manager will contact the police. A summary of EYFS-related complaints from the past 12 months will be available to parents on request, as required by the EYFS.

Making a complaint to Ofsted:

Any parent or carer can submit a complaint to Ofsted about Y-Kidz at any time. Ofsted will consider and investigate all complaints.

- Telephone: 0300 123 1231 (general enquiries)
- 0300 123 4666 (complaints)
- Ofsted Contact Address: Piccadilly Gate, Store Street, Manchester, M1 2WD.
- All complaints will be handled confidentially and information shared only on a need-to-know basis.

Complaint outcomes will be reviewed termly to support continuous improvement of Y-Kidz provision.

