

## Complaints Policy

At ASD Stars, our aim is to collaborate with parents to provide top-quality childcare services. If we ever fall short of this goal, we encourage feedback to help us improve. Our complaints policy is accessible online, and we retain records of all complaints for at least three years. Parents can request a summary of complaints if needed.

Typically, the manager handles complaints. If a complaint involves the manager, another senior staff member will investigate. Complaints about staff are documented in an Incident log and a Complaints log. Here's how we handle complaints:

### Stage One:

For complaints about Club activities:

- The manager will discuss the matter informally with the concerned parent or carer to find a resolution. For complaints about individual staff:
- Parents may discuss the issue with the staff involved.
- If deemed necessary, the manager will address the complaint with the staff member to find a resolution.

### Stage Two:

If a satisfactory resolution isn't reached informally, parents should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate and inform the complainant of the outcome within 28 days.
- Send a written response to all parties involved, including any recommended changes to our practices or policies.
- Meet with relevant parties to discuss the response.

For child protection concerns, we follow our Safeguarding Children Policy. If a criminal act is suspected, the police will be contacted.

Complaints to Ofsted: Parents can submit complaints to Ofsted about ASD Stars at any time. Ofsted will investigate all complaints.

**Contact details: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666**

This policy was established by: ASD Stars	Date: 20/10/2024
To be reviewed: 1/09/2026	Signed:

Prepared in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.45-3.46]