



just play **sports**

# Complaints Policy

At **Just Play Sports LTD**, we are committed to working in partnership with parents and carers to deliver a high-quality childcare service. If for any reason we fall short of this goal, we welcome feedback so that we can review and improve our practices.

Our complaints policy is **available at all times on our website**, and records of all complaints are **kept for at least three years**. A summary of complaints is available to parents on request.

## 1. Responsibility

- The **Manager** is usually responsible for handling complaints.
- If the complaint concerns the Manager, the **Registered Person** or another senior staff member will investigate.
- Complaints about staff members will be recorded in the **Complaints Log** (and where appropriate, also in the **Incident Log**).

All complaints are **logged via our online complaints form**, ensuring a clear record of actions and outcomes.

## 2. Complaints Procedure

### Stage One – Informal Resolution

#### a) Complaints about Club activities:

- The Manager will discuss the matter informally with the parent/carer and aim to reach a satisfactory resolution.

#### b) Complaints about a staff member:

- Where appropriate, parents may be encouraged to discuss concerns directly with the staff member.
- If this is not suitable, the Manager will discuss the complaint with the staff member and work toward a resolution.

### Stage Two – Formal Resolution

If an informal resolution is not possible:

1. The parent/carer should submit their complaint in **writing to the Manager**.
2. The Manager will:
  - **Acknowledge receipt within 7 days.**
  - **Investigate the matter** and provide a written response within 28 days.
  - Include details of any changes to Club practices or policies resulting from the complaint.
  - Offer a meeting with relevant parties to discuss the outcome if necessary.

#### **Child Protection and Safeguarding Issues:**

- If the complaint raises safeguarding concerns, the Manager will refer to the **Child Protection Officer**.
- The Child Protection Officer will contact the **Local Authority Designated Officer (LADO)** and follow the **Safeguarding Children Policy**.
- If a criminal act is suspected, the **police** will be contacted.

### **3. Complaints to Ofsted**

Parents or carers may contact **Ofsted** at any time if they feel their complaint has not been resolved satisfactorily. Ofsted will consider and investigate all complaints about childcare provision.

#### **Contact Details:**

- **Address:** Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
- **Telephone (general enquiries):** 0300 123 1231
- **Telephone (complaints):** 0300 123 4666
- **Online:** <https://www.gov.uk/government/organisations/ofsted>

### **4. Record Keeping**

- All complaints are **logged using the online complaints form**.
- Records are maintained for **at least three years**.
- A summary of complaints is available to parents on request.

Policy Written: 28th November 2025

Reviewed: 28th November 2026

Name: Jack Dillon

Position: Director

Signed: *Jack Dillon*