

Primary Influence UK Ltd (PIUK) – Complaints Policy

Original document: March 2019

Reviewed: October 2023

At Primary Influence UK Ltd we aim to work in partnership with parents to deliver a high-quality childcare 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 always available on our website www.primaryinfluence.co.uk

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:

Complaints about aspects of Club activity:

Stage One

- The managing director will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- If appropriate, the parent will be encouraged to discuss the matter with the staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the managing director, 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 or carer should put their complaint in writing to the managing director. The managing director 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 the Club's response to the complaint, either together or on an individual basis. If child protection issues are raised, the managing director will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the managing director will contact the police.

Stage Three

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the managing director. The parent may have a friend or partner present if required and the managing director should have the support of a member of staff.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- 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 Log.

Stage Four

- If at the Stage 3 meeting the parent and managing director cannot reach agreement, an external mediator is invited to help to 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.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with Primary Influence UK Ltd personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage Five

- When the mediator has concluded her/his investigations, a final meeting between the parent and the managers of Primary Influence UK Ltd 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 may approach Ofsted directly at any stage of this complaints procedure. Any parent or carer can submit a complaint to Ofsted about Primary Influence UK Ltd at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is:	OFSTED, 26-32 Store Street, Manchester M1 2WD
Telephone:	0300 123 1231 (General Enquires) 0300 123 4666 (Complaints)
Online:	https://contact.ofsted.gov.uk/contact-form

Furthermore, if a child appears to be at risk, our company follows the procedures of the [North](#) and [West](#) Yorkshire Safeguarding Children Boards. In these cases, both the parent and our company are informed (unless the procedures above indicate otherwise) and the Managing Director works with Ofsted and/or the County Council's Children and Families Assessment Team to ensure a proper investigation of the complaint, followed by appropriate action.

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