

**Complaints Policy**

**1. Purpose**

We aim to provide a fun, safe, and high-quality experience for all children and families who attend Hearts & Hands. We value feedback—positive or negative—as a way to improve our service. This policy outlines how complaints will be handled fairly, promptly, and confidentially.

**2. Scope**

This policy applies to:

Parents and carers

Children attending the club

Any staff and volunteers

**3. Principles**

All complaints will be taken seriously and treated with respect.

We will respond to complaints promptly and aim for a resolution within 10 working days.

All complaints will be handled confidentially.

No complainant will be penalised for raising concerns in good faith.

**4. Types of Complaints**

Complaints may relate to (but are not limited to):

Staff conduct

Health and safety concerns

Behaviour management

Activities and programming

Facilities and resources

Discrimination or exclusion

**5. Informal Complaints**

We encourage informal resolution in the first instance.

**Step 1: Speak to a Staff Member**

Concerns should be raised with either Emma or Francesca as soon as possible.

We will try to resolve the issue informally and record the concern if necessary.

**6. Formal Complaints Procedure**

If the complaint cannot be resolved informally, the following steps apply:

**Step 2: Submit a Written Complaint**

Submit your complaint in writing via email ([nightingaleckent@gmail.com](mailto:nightingaleckent@gmail.com)) or letter (Nightingale Cottage, Tonbridge Road, Shipbourne, TN11 9PA) to Emma & Francesca.

Include your name, contact details, the nature of the complaint, and any relevant details.

**Step 3: Acknowledgment and Investigation**

We will acknowledge your complaint within 3 working days.

Emma and Francesca will investigate the issue.

This may involve reviewing records, speaking with staff or witnesses, and reviewing relevant policies.

**Step 4: Resolution**

A written response will be provided within 10 working days of acknowledgment.

If more time is required, we will inform you of the reason and the new timescale.

**7. Escalation**

If you remain dissatisfied with the outcome, you may choose to escalate your concern to a relevant authority depending on the nature of the complaint:

* For safeguarding concerns: contact the Local Authority Designated Officer (LADO).
* For data protection concerns: contact the Information Commissioner’s Office (ICO) at [ico.org.uk](https://ico.org.uk).
* For further support or independent advice: contact your local Children’s Services, a solicitor, or a relevant mediation service.

Please note: as we are not an Ofsted-registered setting, Ofsted is not the correct body for general complaints about our service.

**8. Record Keeping**

A written record of complaints, investigations, outcomes, and actions will be kept for at least 3 years.

Records will be stored securely and treated in line with GDPR and our data protection policy.

**9. Review**

This policy will be reviewed annually, in response to any significant changes to the club, or after any significant incident, whichever comes first.