



# Complaints Policy

**Active Stars – West Sussex**

## 1. Statement of Intent

Active Stars is committed to working in partnership with parents and carers to provide a high-quality childcare service.

We welcome feedback and view complaints as an opportunity to reflect, improve and strengthen our provision.

This policy applies to all early years, wraparound care and holiday provision operated by Active Stars.

## 2. Our Approach

We aim to resolve concerns quickly, fairly and respectfully.

- The Complaints Policy is available to parents/carers at all times.
- Records of complaints are retained for a minimum of three years.
- A summary of complaints is available to parents/carers on request, where required by regulation.

The manager is normally responsible for handling complaints.

If a complaint concerns the manager, the Registered Provider will investigate.

## 3. Stage One – Informal Resolution

Most concerns can be resolved informally through discussion.

### Complaints about Club activities

The manager will:

- Discuss the concern with the parent/carer
- Listen carefully to the issue raised
- Seek to reach a satisfactory resolution

## **Complaints about a member of staff**

Where appropriate, parents/carers may be encouraged to discuss the matter directly with the staff member concerned.

If this is not appropriate, the manager will:

- Speak to the staff member involved
- Review the circumstances
- Seek to resolve the matter fairly and proportionately

## **4. Stage Two – Formal Complaint**

If the matter cannot be resolved informally, the complaint should be submitted in writing to the manager.

The manager will:

- Acknowledge receipt within **7 days**
- Investigate the complaint thoroughly
- Provide a written response within **28 days**
- Outline any actions or changes to practice resulting from the investigation

Where appropriate, meetings may be arranged with relevant parties to discuss findings.

## **5. Safeguarding Concerns**

If a complaint raises a safeguarding concern:

- The matter will be referred immediately to the Designated Safeguarding Lead (DSL)
- Procedures within the Safeguarding Policy will be followed
- The Local Authority Designated Officer (LADO) will be contacted where required
- The police will be contacted where a criminal offence may have occurred

Safeguarding concerns take priority over complaints procedures.

## **6. Ofsted**

Parents/carers may contact Ofsted at any time to raise concerns about the provision.

Ofsted contact details:

Ofsted  
Piccadilly Gate  
Store Street

Manchester  
M1 2WD

Telephone:  
0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

## **Linked Policies**

- Safeguarding Policy
- Staff Behaviour & Code of Conduct
- Whistleblowing Policy

## **Policy Review & Governance**

This policy has been written in accordance with the Statutory Framework for the Early Years Foundation Stage (EYFS) (2025) and relevant Department for Education guidance for wraparound care and holiday provision.

This policy applies to all early years, wraparound care and holiday provision operated by the provider.

**Reviewed:** February 2026

**Next review due:** February 2027

**Approved by:** Director / Registered Provider