



Complaints Procedure

YMCA Childcare is committed to providing a safe, stimulating, consistent and accessible service to children, their parents and to our staff. We always aim to provide high quality services for everyone however sometimes things do not always go to plan. We want to know of any concerns so that we can move forward together.

Stage One

You should direct your concern/complaint to the senior play leader in the first instant, who should be able to resolve the issue. We are committed to open and regular dialogue with all parents and all childcare sites welcome feedback on our service. If you feel it is not appropriate to approach the senior play leader the assistant operations manager should be contacted.

Stage Two

If a satisfactory outcome cannot be agreed after informal discussion at Stage One, the complaint must be put in writing to Assistant Operations Manager:

Catherine.shotton@ymcarhg.org

Acknowledgement of receipt will be made within 3 to 5 days and the matter will be investigated within 28 days. If during the investigation there is good reason to believe that a criminal offence has taken place the police will be contacted. If the complaint has child protection implications Nottinghamshire YMCA Designated Safeguarding Lead (DSL) will be informed and the complaint will be escalated in line with the YMCA Safeguarding Children Policy.

Stage Three

If at the conclusion of the process child, parent or staff member still remain dissatisfied with the outcome of the complaint the original complaint along with the investigation and all communications will be passed to the Operations manager CYF, who will adjudicate the complaint. Operations Manager will respond in 15-28 working days, with recommendations.

Making a complaint to Ofsted

The complaint can be referred to Ofsted at any time through the process

Ofsted, Piccadilly Gate, Store Street, Manchester.M1 2WD.

Telephone 0300 123 4666

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To be reviewed April2025

Catherine Shotton – Assistant Operations Manager EY&C