



# Complaints Policy

**Date of last review: November 2025**

**Date of next review: November 2026**

We want to assure you that we take our responsibilities to your child very seriously and that your child will be cared for in the correct manner.

We enjoy caring for children and hope that you are happy with the service we provide, however there may be occasions when you feel we are not providing you and your child the correct care you require.

If you should have a complaint, we would hope that you feel able to discuss the matter with us, a convenient time can be arranged. Please call us at your earliest convenience or you can email us to arrange this.

Any concerns raised will not only be dealt with seriously, but also effectively and in a confidential manner.

## **Complaints procedure**

### **Stage 1 – Informal Resolution**

- It is hoped that for the majority of complaints and concerns a resolution can be achieved quickly and informally.
- Complaints by a parent/guardian/schools should be made directly to the owners of Wacky Woods AP. It is intended that such cases will be resolved immediately in accordance with the parent/guardian/school's and young person's satisfaction, either on the same day as the complaint was made or within five working days.
- A written record of all matters relating to the complaint or concern will be kept by the owners of Wacky Woods AP and dated accordingly. Where a matter cannot be resolved sufficiently within five working days the parent/guardian will be advised to follow formal resolution procedures, in accordance with stage 2.

## **Stage 2 – Formal Resolution -**

- Where informal resolution cannot satisfactorily resolve matters a written complaint should be made to the owners of Wacky Woods AP
- Acknowledgement of a written complaint being received will be made within five working days. Details of how the complaint will be dealt with will be given at this time
- In most instances, the owners of Wacky Woods AP will invite the parent/guardian/school to the provision to discuss the issue directly within ten working days and attempt to agree on a suitable method of resolution at this point. It may become apparent at this point that further investigation into the matter is required. A written and dated record of all meetings and discussions relating to the complaint, and any subsequent investigations, will be kept by the owner of Wacky Woods AP
  - Once the owners of Wacky Woods AP are satisfied that all relevant facts have been gathered regarding the complaint the parent/guardian/school will be contacted in writing. This will occur no later than fifteen working days after stage 2 proceedings are commenced. The written response to the complaint will outline the method of resolution to be taken and the reason for this decision

If a parent/guardian/school is unhappy with the decision made during stage 2 they are advised to contact the referring school or local authority and follow their complaints procedure.

Where a young person or vulnerable adult has not been referred through a school or Local Authority then they are advised to contact RBWM on 01628 683800 (or similar if from another LA)

## **Complaints by pupils**

In matters where a young person wishes to make a complaint they are advised to speak directly to the owners of Wacky Woods AP. The complaint will be resolved in five working days, or else the young person or vulnerable adult will be advised that they should ask their parent/guardian/school to follow the formal complaints procedure.