

## Complaints Policy

### 1. Purpose of this document

At Boom Active we aim to work in partnership with parents and guardians to deliver a high quality holiday programme 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 will be available on the premises at all times. Records of all complaints will be retained for a period of 5 years. A summary of complaints is available for parents on request.

### 2. Responsibilities

The Boom Active Director (BAD) will generally be responsible for dealing with complaints. Any complaints received about staff members will be recorded on a complaints record and fully investigated by the BAD.

Any complaints must be received in writing and will be dealt with in the following manner:

#### Stage one

Complaints about aspects of Boom Active activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned in the company of the BAD
- If the parent feels that this is not appropriate, the matter will be discussed with the BAD, who will then discuss the complaint with the individual concerned 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 BAD. The BAD will:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the programmes practices or policies as a result of the complaint
- Meet relevant parties to discuss the programmes response to the complaint, either together or on an individual basis.

If child protection issues are raised, the BAD will contact the LADO (Local Authority Designated Officer) and follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the BAD will contact the police.

#### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Boom Active at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

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

## What should I do if my child tells me something inappropriate happened or I find the tutor or coach behaving inappropriately with my child?

Before taking any further action you should contact the Single Point of Advice (SPoA) or the LADO for further advice. Steps might need to be taken to safeguard your child or any other children the adult is having contact with. The LADO will talk through your concerns and decide if further action should be taken, including contact with the police.

### Contact numbers

Single Point of Advice (SPoA) Mon-Thurs 8.30am-5pm and Fri 8.30am-4.30pm.

**Phone:** 01323 464222

**Email:** [0-19.SPOA@eastsussex.gov.uk](mailto:0-19.SPOA@eastsussex.gov.uk) or [0-19.SPOA@eastsussex.gcsx.gov.uk](mailto:0-19.SPOA@eastsussex.gcsx.gov.uk)

Out of Hours Social Care Service - Children's services: 01273 335905/6

Out of Hours Social Care Service Adult services: 01323 636399

[Child Protection Plans](tel:01323466606): 01323 466606

### Safeguarding Investigations Unit

For all Safeguarding Investigations Unit, dial 101, and ask for the relevant team – Hastings, Eastbourne, Brighton, Littlehampton or Horsham

### Safeguarding Partnership Independent Scrutineer

Reg Hooke – please contact [maxine.nankervis@eastsussex.gov.uk](mailto:maxine.nankervis@eastsussex.gov.uk)

### Designated Professionals East Sussex

Designated Doctor Safeguarding Children: 01424 758012

Designated Nurse Safeguarding Children: 01424 735664

Specialist Practitioner for Child Death: 01273 513441

Designated Nurse [Looked After](#) Children: 01323 446999

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

