

# Big Red Bus Club



Big Red Bus Club believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Big Red Bus Club welcome suggestions on how to improve and will give prompt and serious attention to any concerns about the running of the setting. Big Red Bus Club anticipate that most concerns will be resolved quickly, by an informal approach with volunteers and staff. If this does not achieve the desired result, Big Red Bus Club have a set of procedures for dealing with concerns. Big Red Bus Club aim to bring all concerns to a satisfactory conclusion for all of the parties involved.

## Procedures

We will keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to the Big Red Bus Club Management Committee and to the Royal Borough of Greenwich on request.

### *Making a complaint*

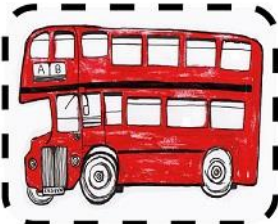
#### Stage 1

- Anyone who has a concern should talk over his/her concerns with the staff member on site first of all.
- Most complaints should be resolved amicably and informally at this stage.
- Big Red Bus Club will record the issue, and how it was resolved.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the user moves to this stage of the procedure by putting the concerns or complaint in writing to the Chief Executive Officer [annie@thebigredbusclub.com](mailto:annie@thebigredbusclub.com).
- For those who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed and signed.
- Big Red Bus Club stores all information relating to written complaints.
- When the investigation into the complaint is completed, the Chief Executive with the user to discuss the outcome.
- Big Red Bus Club will inform the user of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, Big Red Bus Club log the summative points in Complaint Investigation Record.

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### Stage 3

- If the user is not satisfied with the outcome of the investigation, he or she requests a meeting with our Chair.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, Big Red Bus Club log the summative points in the Big Red Bus Club Complaint Investigation Record.

### Other information

- If a child appears to be at risk, Big Red Bus Club follow the procedures of the Local Safeguarding Children Board.
- **The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at the Big Red Bus Club. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk**

### Records

- A record of complaints is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaint Investigation Record, which is available for parents and Royal Borough of Greenwich to view on request.

This policy was adopted by \_\_\_\_\_ *(name of provider)*

On \_\_\_\_\_ *(date)*

Date to be reviewed \_\_\_\_\_ *(date)*

Signed on behalf of the provider \_\_\_\_\_

Name of signatory \_\_\_\_\_

Role of signatory (e.g. chair, director or owner) \_\_\_\_\_